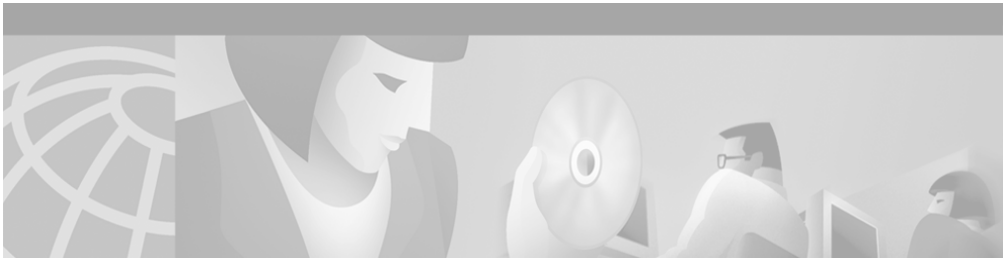

# Release Notes for Cisco CallManager Release 3.0(10)

**Original CCO appearance: June 20, 2001**
**Revised: July 2, 2001**

These release notes describe the new features and caveats for Cisco CallManager Release 3.0(10).

For a list of the open and resolved caveats for Cisco CallManager Release 3.0(10), see "Resolved Caveats" section on page 20 and "Open Caveats" section on page 64. These release notes are updated every maintenance and major release.

Use these release notes in conjunction with the *Installing Cisco CallManager Release 3.0(10)* document, located on Cisco Connection Online (CCO), and the Cisco Documentation CD-ROM. The *Installing Cisco CallManager Release 3.0(10)* document is also packaged with your CDs or convergence server.

Access the latest software upgrades and release notes for Cisco CallManager 3.0(10) on Cisco Connection Online (CCO) at

http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr.

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# Contents

These release notes discuss the following topics:



# Introduction

Cisco CallManager, a network business communication system, provides high-quality telephony over IP networks. Cisco CallManager enables the conversion of conventional, proprietary, circuit-switched PBXs to multiservice, open LAN systems.

# System Requirements

Make sure Cisco CallManager Release 3.0 is installed and configured on a Cisco Media Convergence Server. You may also install Cisco CallManager on a Cisco-approved Compaq server configuration or a Cisco-approved IBM server configuration.

**Caution** The installation will not complete if you do not follow the exact configuration.

Access the correct Cisco-approved server configuration for IBM server or Compaq server at

http://www.cisco.com/go/swonly/

For other system hardware component information and system requirements, refer to *Installing Cisco CallManager Release 3.0(10)*.

## Determining the Software Version

To determine the software version of Cisco CallManager 3.0(10), open Cisco CallManager Administration; then click **Details** on the main Cisco CallManager Administration page. The following information displays:

- Cisco CallManager System version
- Cisco CallManager Administration version
- Database information and database DLL versions

# Related Documentation

The following list shows related documents for Release 3.0(10) of Cisco CallManager:

- *Installing Cisco CallManager 3.0(10)*
- *Quick Start Guide for Cisco CallManager Release 3.0*
- *Cisco CallManager Administration Guide for Release 3.0(5)*
- *Troubleshooting Guide for Cisco CallManager Release 3.0(5)*

- *Cisco IP Phone 7900 Family Administration Guide*
- *Configuring Remote Serviceability for Cisco CallManager Release 3.0*
- *Using Cisco CallManager Trace Gathering Tool for Diagnostic Traces*
- *Cisco WebAttendant Quick Start Guide*
- *Cisco WebAttendant User Guide*
- *Cisco JTAPI Developer Guide*
- *Cisco TAPI Developer Guide*
- *Software License Agreement*

# New and Changed Information

## New Software Features for Release 3.0(10)

Cisco CallManager Release 3.0(10) adds features and provides additional workarounds to open caveats and resolves caveats.

Refer to "Resolved Caveats - Release 3.0(10)" section on page 20, "Open Caveats" section on page 64, and the "Important Notes for Release 3.0(10)" section on page 5 for more information.

### Customer Enterprise Directory Integration Component for Microsoft Active Directory and Netscape Directory Server

Cisco CallManager Release 3.0(10) supports the customer enterprise directory integration component for Microsoft Active Directory and Netscape Directory Server.

The enterprise directory integration component allows the customers' enterprise directories to maintain the association of devices to users. Using these directories, administrators can add users manually or link to them from an existing corporate Lightweight Directory Access Protocol (LDAP) directory.

To read installation instructions, refer to http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr.

## Backup Utility

The Backup Utility now creates backup files with the .sti extension instead of using the .tar extension.

If you have .tar files already on your system, such as from an upgrade, the Backup Utility restores those files as well, but all current back ups are saved as a .sti extension.

# Important Notes for Release 3.0(10)

## Compatibility Matrix

Table 1 lists versions with which Cisco CallManager 3.0(10) has been tested.

***Table 1 Compatibility Matrix***

| Component/Application | Version Tested |
|---|---|
| Cisco Unity | 2.4.6.102 |
| Cisco Unity TSP | 1.0.0.28 |
| Cisco Personal Assistant | 1.1 |
| Apps | 2.1 and 2.2 |
| Cisco Customer Response Application | 2.2 |
| IOS | 12.2(2T) |
| Cisco WebAttendant | 3.0(3.36) |
| Cisco IP SoftPhone | 1.1(1), 1.1(2) and 1.2(1) |
| ICD | 2.1(1a) |
| Firmware:Cisco IP Phone 7960 | P003D310 |
| Firmware: Cisco IP Phone 7940 | P003D310 |
| Firmware: Cisco IP Phone 7910 | P004D310 |
| IPCC/ICM | Do not upgrade to Cisco CallManager Release 3.0(10) |

*Table 1 Compatibility Matrix*

| Component/Application | Version Tested |
|---|---|
| Cisco Unity | 2.4.6.102 |
| JTAPI | 1.1(1.19) |
| TAPI | 3.0(1.18) |

## Service Parameters

During an upgrade, Cisco CallManager does not overwrite service parameter values that the system administrator manually configures in Cisco CallManager Administration.

# New Software Features in Release 3.0(9)

The following section contains new and changed software features in Cisco CallManager Release 3.0(9).

## User Interface Enhancement

A new configuration parameter check box exists on the Cisco CallManager Administration H.323 Gateway Configuration Web page. This allows a H.225D to "run on every node." If you select this option (by default it is on), theH.225D runs on every node.

When upgrading an existing system, your current configuration remains.

**Note** See CSCdt40606 in the Resolved Caveats - Release 3.0(9) section for more information.

## Service Parameters

Cisco CallManager Release 3.0(9) supports new service parameters.

Refer to Table 9 on page 83 for a complete listing of all service parameters, which includes descriptions and default values, that were not included in *Release 3.0(5) of Cisco CallManager Administration Guide.*

# New Software Features in Release 3.0(8)

The following sections contain new and changed software features in Cisco CallManager Release 3.0(8).

## Strong Encryption

Cisco CallManager Release 3.0(8) contains low encryption (56-bit or less) in all of its components.

Access the **Download Cryptographic Software** link from the main CCO download location at http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr for applications that contain 128-bit encryption, such as, TNDconnect.exe (Bridged Telnet application) and DC directory .dll extensions.

**Note** Versions preceding Cisco CallManager Release 3.0(8) included TNDconnect.exe (Bridged Telnet application) and DC Directory .dll extensions. These files contain strong encryption (128-bit).

## Global Call ID

The TAPI Service Provider (TSP) Version 3.0, which is packaged with Cisco CallManager 3.0, supports Global Call ID.

Applications use the Global Call ID to identify a specific call as it traverses various resources in the Cisco CallManager. For example, a Call Center application uses Global Call ID to track a call that comes into a CTI route point, gets redirected to a CTI port, and terminates at an Agent IP phone.

# New Software Features in Release 3.0(7)

Cisco CallManager Release 3.0(7), a maintenance release, adds no new features. Refer to the "Resolved Caveats - Release 3.0(7)" section on page 47 for more information.

# Important Notes for Release 3.0(7)

## Service Parameter Restart Conditions

If you modify any of the service parameters in the following list, you must restart the Cisco CallManager 3.0(7) before the modifications take effect.

- Digital Port
- Ethernet Phone Port
- Analog Port
- MGCP Listen Port
- MGCP Keep-alive Port
- MessageWaitingOffDN
- MessageWaitingOnDN
- StatisticsEnabled
- MaxDaResponseTimeoutErrorCount
- MaxTotalNumberOfRegisteredCallingEntities

**Note** The service parameter restart conditions apply to all versions up to an including Cisco CallManager 3.0(7).

**Note** Refer to Table 9 on page 83 for more information on service parameter definitions and defaults.

## Cisco IP Phone 7910 and Cisco IP Phone 7940 Compatibility Issue

Cisco IP Phone 7910 and Cisco IP Phone 7940 are only supported by Cisco CallManager Release 3.0(5a) and higher. If you are running an earlier version, you must upgrade to a later version at http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr.

# New Software Features in Release 3.0(6)

The following sections contain new and changed hardware and software features in Release 3.0(6) of Cisco CallManager.

## Cisco WebAttendant

Cisco WebAttendant supports the traditional role of a manual attendant console. Associated with a Cisco IP Phone, the application allows the attendant to quickly accept and dispatch calls to enterprise users. An integrated directory service provides traditional busy lamp field (BLF) and direct station select (DSS) functions for any line in the system. The application is Web-enabled and, therefore, portable to Windows 98, NT, and 2000 platforms.

As one of its primary benefits over traditional attendant console systems, Cisco WebAttendant monitors the state of every line in the system to efficiently dispatch calls. The absence of a hardware-based line monitor device offers a much more affordable and distributable manual attendant solution than traditional consoles.

**Note** Each Cisco CallManager in a cluster can process as many as 2000 Cisco WebAttendant calls per hour.

## Tech Prefixes

Cisco CallManager Release 3.0(6) supports tech prefixes in the Gatekeeper. To properly configure the Cisco CallManager to register with a tech prefix you must go to service parameters and perform the following steps:

**Step 1** Choose **Cisco CallManager**.

**Step 2** Choose **Cisco CallManager** from **Configured Services**.

**Step 3** Enter **GateKeeperSupportedPrefix** in the **Params** section.

**Step 4** Choose **String** as the type.

**Step 5** Click **update**.

**Step 6** Select **GateKeeperSupportedPrefix** from the **Configured Service Parameters**.

**Step 7** Add the proper value; i.e., 1#, 2#, etc. Only one tech prefix is allowed.

## Service Parameter

Cisco CallManager Release 3.0(6) supports a new service parameter.

**MaxCTIConnections—**This parameter sets the maximum number of simultaneous active CTI connections between an application and the Cisco CallManager. The default value is 400 connections.

**Note** Refer to Table 9 on page 83 for more information on service parameter definitions and defaults.

# Important Notes for Release 3.0(6)

## Cisco IP Phone 7910 and Cisco IP Phone 7940 Compatibility Issue

Cisco IP Phone 7910 and Cisco IP Phone 7940 are only supported by Cisco CallManager Release 3.0(5a) and higher. If you are running an earlier version, you must upgrade to a later version at http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr.

# New Hardware and Software Features in Release 3.0(5a)

The following sections contain new and changed hardware and software features in Release 3.0(5a) of Cisco CallManager.

## Support for New Cisco IP Phones

These new phone models, Cisco IP Phone 7910, Cisco IP Phone 7910-SW+, and Cisco IP Phone 7940, broaden the product line of Cisco IP phones.

- Cisco IP Phone 7910—This is a single-line Cisco IP Phone with the following features:
  - Two-line, 24-character display
  - Four fixed function buttons (Line, Hold, Transfer, Settings)
  - Six programmable buttons
  - Hands-free dialing speaker
  - Single 10 BaseT (RJ-45) connector
  - Message waiting indicator
  - Provision for either inline or local plug power
- Cisco IP Phone 7910-SW+—This is a single-line Cisco IP Phone with the following features:
  - Two-line, 24-character display
  - Four fixed function buttons (Line, Hold, Transfer, Settings)
  - Six programmable buttons
  - Hands-free dialing speaker
  - Dual 10/100 BaseT (RJ-45) connectors into dual port 10/100 BaseT switch
  - Message waiting indicator
  - Provision for either inline or local plug power

- Cisco IP Phone 7940—This is a two-line Cisco IP Phone with the following features:
  - Line buttons assignable as either lines or speed dials
  - Pixel-based display
  - Four soft keys with context-sensitive features
  - Five fixed function buttons (Messages, Services, Information, Directory, Settings)
  - Full-duplex speakerphone
  - Message waiting indicator
  - Dual 10/100 BaseT (RJ-45) connectors into dual port 10/100 BaseT switch
  - Provision for either inline or local plug power

## TAPI 2.1 and JTAPI 1.2 Service Providers

The Microsoft Telephony Application Programming Interface (TAPI) and Java Telephony API (JTAPI) service providers enable development of sophisticated, converged multimedia applications. These APIs support the following Cisco applications in this release:

- Cisco IP SoftPhone
- Cisco IP Contact Center
- Cisco IP Interactive Voice Response System
- Cisco IP Auto Attendant
- E-Services Application Engine

In addition, third-party software vendors may develop applications using these APIs. This release does not support Service Providers Interface redundancy.

## Multicluster Scalability and ITU-T H.323 Enhancements

Cisco CallManager Release 3.0(5a) adds the following scalability and ITU-T H.323 enhancements for multicluster environment in which call admission control is provided by Cisco's H.323 gatekeeper, the Cisco Multimedia Conference Manager (MCM):

- Simpler configuration—Previous versions of Cisco CallManager required all Cisco CallManagers in separate clusters to be configured in the Cisco MCM as a source address/destination address (SA/DA) pair. Registration by cluster pairs meant that for a ten-site system, 90 (9 x 10) separate entries would be required in the Cisco MCM configuration. Also, because the SA/DA name required a hexadecimal address, configuration at the Cisco MCM and in the Cisco CallManager database was error prone. Cisco CallManager Release 3.0(5a) allows individual gatekeeper-controlled Cisco CallManagers to be configured at the Cisco MCM and allows a Cisco CallManager host name or dotted decimal IP address to be used instead of a hexadecimal address.
- More efficient Cisco CallManager to H.323 Gatekeeper registration—Cisco CallManager can register to the Cisco MCM using full RRQ upon Cisco CallManager initialization. Subsequent RRQs are periodically sent to the gatekeeper as a keep-alive function. In Cisco CallManager Release 3.0(5a) the lightweight RRQ format of H.225 RAS specification is used to reduce periodic-processing burden on the Cisco MCM CPU.
- Admission Request (ARQ) enhancements—When an intercluster call is initiated, the gatekeeper-controlled Cisco CallManager in a cluster issues the E.164 address of the destination in its ARQ to the MCM. Also, the gatekeeper-controlled Cisco CallManager in the source cluster accepts the IP address of the destination device in the resulting Admission Confirm (ACF) message.
- Gatekeeper-controlled Cisco CallManagers, during the initial RRQ, send a full E.164 address range Cisco MCM—Cisco MCM will accept the registration now that it is aware of the full E.164 address range of the cluster associated with that gatekeeper-controlled Cisco CallManager. Future enhancements to the Cisco MCM software will include the ability for Cisco MCM to automatically add the address ranges to the Cisco MCM dial plan.

## Cisco IP Phone Services on Cisco Pixel-Based Display Phones

Cisco IP Phone 7940 and Cisco IP Phone 7960 have an HTTP client with an XML parser. When a user presses the Services fixed-function button, the HTTP client will attach to a preconfigured (by the administrator) URL. This URL will display a menu of available HTML/XML services for the user. These services are normally located on an HTTP server separate from the Cisco CallManager or

applications server. When the user selects one of the services, the service emits XML tags to the same phone according to the design behavior of the service. XML tags for menu display, item selection, graphics display, and character display are available. Customers may create HTML/XML services that are accessible to pixel-based Cisco IP Phone displays.

**Note** The eXtensible Markup Language (XML) Application Programming Interface (API) is available for end-user application development. The description of this API is documented in *Cisco IP Phone Services Application Development Note*, which is available for download from CCO at http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/ under the category "Third-Party Application Development Guides."

Assistance to resolve bugs in the API is available through TAC. Assistance for application development is not available through TAC. Applications development assistance will be made available in the near-term through a specifically tasked help desk. Until that help desk is available, application development support is not available for the XML API.

## Corporate Directory Dialing from Cisco IP Phones

The Cisco IP Phone 7940 and Cisco IP Phone 7960 display a menu of directories when a user presses **directories**. When the user selects Corporate Directory from the menu, the phone presents the option of specifying characters to find the destination user's first name, last name, or directory number. The user may enter any number of characters in any of these fields, then press Search. An HTTP request goes to an HTML service, which queries the embedded Cisco CallManager directory. The HTML service then delivers, through XML tags, the complete listing of matched user entries to the phone's display. The user may then scroll to select the destination entry and press Dial to initiate the dial sequence to that destination.

## Additional MGCP Support for Cisco VoIP Gateways

Media Gateway Configuration Protocol (MGCP) support provides two primary benefits over H.323 support. First, MGCP provides a centralized dial plan. An H.323 network requires that the dial plan for each gateway be statically configured. Every dial plan change requires updating the dial plan in every gateway. MGCP provides centralized dial plan configuration support at the Cisco CallManager.

Cisco CallManager Release 3.0(5a) adds MGCP support for the following Cisco VoIP gateways:

- Cisco 2600 Series gateways with FXS and FXO analog interfaces
- Cisco 3600 Series gateways (362X, 364X, 366X) with FXS and FXO analog interfaces

**Note** At Cisco CallManager Release 3.0(5a), MGCP code support in the 36XX router/gateways was not complete. Once complete and tested, these gateways will be supported in an AVVID network.

## Cisco VG200 FXO Hookflash Support

The added Cisco VG200 FXO hookflash support Symbol NetVision Phones, which are configured as H.323 client devices. The Cisco VG200 can be configured to provide hookflash feature support from H.323 NetVision phones through Cisco VG200 FXO ports attached to PBXs. The NetVision Phones issue H.245 messages through the Cisco CallManager to Cisco VG200 FXO gateways on initiation by the user of PBX functions. The Cisco VG200 gateway interprets the signals and translates them to an FXO hookflash followed by a PBX-specific feature code.

## AMIS-A Support

Signaling within the Skinny Gateway Control Protocol client and Skinny Gateway stacks in Cisco CallManager has been extended to properly interpret and pass out-of-band equivalent signals for “A,” “B,” “C,” and “D” DTMF signals. These additional signals can be passed from AMIS-A compliant messaging system

through the Cisco AVVID network, out of TDM networks to another AMIS-equivalent voice messaging system. The capabilities allowed include the ability to reply to and forward messages from one messaging system to another.

## User Interface Enhancements

Cisco CallManager Release 3.0(5a) makes the following enhancements to the Cisco CallManager Administration configuration pages:

- Cisco IP Phone Services Configuration—This new page enables administrators to add, modify, or delete Cisco IP Phone services to which users can subscribe to at their site. To access this page from the main Cisco CallManager Administration page, select **Feature** > **Cisco IP Phone Services**.
- Cisco uOne Port Wizard—The Cisco uOne Port Wizard enables administrators to quickly configure ports associated with a Cisco uOne messaging server to the Cisco CallManager database. To access the wizard from the main Cisco CallManager Administration page, select **Device** > **Cisco uOne Port**; then, click the Cisco uOne Port Wizard link.
- CTI Route Point Configuration—This new page enables administrators to add, modify, and delete CTI route points. A CTI route point is a virtual device that can receive multiple, simultaneous calls for the purpose of application-controlled redirection. Applications that use CTI route points include the Cisco IP Interactive Voice Response System. To access this page from the main Cisco CallManager Administration page, select **Device** > **CTI Route Point**.
- CTI Port Configuration—This new page enables administrators to add, modify, and delete a CTI port configuration. CTI ports are virtual devices that are used by software-based Cisco CallManager applications such as Cisco SoftPhone, Cisco AutoAttendant, and Cisco IP Interactive Voice Response (IVR). To access this page from the main Cisco CallManager Administration page, select **Device > Phones**; then, select **CTI Port**s.
- Gatekeeper Configuration—You can now access gatekeeper configuration as a separate configuration page where administrators can configure one gatekeeper, or Cisco MCM, per Cisco CallManager cluster. A gatekeeper device supports the H.225 RAS message set used for call admission control, bandwidth allocation, and dial pattern resolution. To access this page from the main Cisco CallManager Administration page, select **Device** > **Gatekeeper**.

- Cisco WebAttendant Configuration—A new set of added pages enables administrators to configure Cisco WebAttendant pilot points, hunt groups, and users. To access this page from the main Cisco CallManager Administration page, select **Service** > **Cisco WebAttendant**.
- Gateway Configuration—The modified Cisco CallManager Administration interface includes support for additional MGCP gateways, such as Cisco 2600 Series gateways with FXS and FXO analog interfaces. The MGCP gateway configuration no longer appears as a separate menu item under Device. To access gateway configuration pages from the main Cisco CallManager Administration pages, select **Device** > **Add a New Device**; then, select **Gateway** from the drop-down listbox menu.

# Important Notes for Release 3.0(5a)

## Computer Telephony Integration

Computer Telephony Integration serves as the base interface to Cisco CallManager for TAPI and JTAPI applications as well as direct CTI applications such as Cisco WebAttendant. Cisco CallManager 3.0(5a) allows you to control CTI application usage on a per-user basis. You can enable CTI application use for a particular user by browsing to entry in the User->Global Directory in the Cisco CallManager Administration Console and selecting the "Enable CTI Application Use" checkbox.

**Note** By default, CTI application use is disabled for all users.

In addition, Cisco CallManager 3.0(5a) also enforces a limit of 400 concurrent CTI connections per Cisco CallManager server. Each CTI application opens a single CTI connection to the Cisco CallManager on successful initialization. Alive CTI connection is required for the application to function.

**Note** A CTI connection is simply a TCP connection between the CTI application and the Cisco CallManager server and is distinct from a CTI port that is a virtual device.

The following example highlights the difference:

The Cisco IP Interactive Voice Response System typically opens several CTI route points and CTI ports; it will always open a single CTI connection to a Cisco CallManager in the cluster. The 400 connection limit applies to the CTI connection and not the CTI ports or route points.

## BAT Reinstallation

Administrators must reinstall BAT after installing Cisco CallManager 3.0(5a) because of a change made to the database.

## IOS Version

The Cisco CallManager Release 3.0(5a) was tested with IOS 12.1(3x)XI2.

## Intercluster Trunk Configuration

An intercluster trunk, a virtual h.323 gateway, interlinks Cisco CallManagers in different clusters. Beginning with Cisco CallManager Release 3.0(4), intercluster trunks were configured differently. To ensure redundancy and proper failover operation, each cluster must configure an intercluster trunk to each Cisco CallManager in the remote cluster with which it shares a link.

For example, assume that you are configuring intercluster trunks among three Cisco CallManager clusters: Cluster-1, Cluster-2, and Cluster-3C:

- Cluster-1 has three Cisco CallManagers: CCM-A, CCM-B, and CCM-C.
- Cluster-2 has two Cisco CallManagers: CCM-D and CCM-E.
- Cluster-3 has two Cisco CallManagers: CCM-F and CCM-G.

In the preceding scenario, you must configure 14 intercluster trunks to ensure redundancy:

- Cluster-1 configures 4 intercluster trunks (to CCM-D and CCM-E in Cluster-2 and CCM-F and CCM-G in Cluster-3).

- Cluster-2 configures 5 intercluster trunks (to CCM-A, CCM-B, and CCM-C in Cluster1 and to CCM-F and CCM-G in Cluster-3).
- Cluster-3 configures 5 intercluster trunks (to CCM-A, CCM-B, and CCM-C in Cluster-1 and to CCM-D and CCM-E in Cluster-2).

**Note** If you add another cluster to this example configuration and you still want to maintain the intercluster links, you must modify the configuration for each cluster to add the necessary links between the cluster to all of the Cisco CallManagers in the new cluster. You must also configure the new cluster with intercluster trunks to all of the Cisco CallManagers in the existing clusters.

## Cisco CallManager Integration with Corporate LDAP Directories

Cisco CallManager integration with corporate LDAP directories, such as Microsoft Active Directory and Netscape Directory Services, is not available in Cisco CallManager Release 3.0(5a). The availability of this feature will be announced at a later date, pending completion of integration testing

## Cisco IP Phone 7910 and Cisco IP Phone 7940 Compatibility Issue

Cisco IP Phone 7910 and Cisco IP Phone 7940 are only supported by Cisco CallManager Release 3.0(5a) and higher. If you are running an earlier version, you must upgrade to a later version at http://www.cisco.com/cgi-bin/tablebuild.pl/callmgr.

# Resolved Caveats

## Resolved Caveats - Release 3.0(10)

Table 2 lists and describes Caveats that were resolved in Cisco CallManager Release 3.0(10).

**Note** If you have an account with Cisco.com (Cisco Connection Online), you can use the Bug Toolkit to find caveats of any severity for any release.

To access the Bug Toolkit, log on to http://www.cisco.com/support/bugtools.

***Table 2 Cisco CallManager Release 3.0(10) Resolved Caveats***

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdr51841 | When a shared line appearance is updated, all line appearances change. | When the shared line is changed, only this one appearance now changes. |
| CSCdr81185 | Windows Media Player may crash when streaming media. | A problem existed with the co-existence of a TAPI service provider and the Windows Media Player. If a TAPI service provider is installed, the Windows Media Player may hang or generate an error message when streaming media.<br>A Cisco CallManager code change corrects this behavior. |
| CSCds20015 | Cisco IP Phone7960 P3 port does not forward for first 9 seconds after link-up. | A Cisco CallManager code change adds a service parameter to Settings/Network Configuration/Forwarding Delay YES/NO.<br>Set to YES for connecting two switches. Set to NO for connecting a PC\workstation.<br>The default setting designates Forwarding Delay YES. |

*Table 2 Cisco CallManager Release 3.0(10) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCds43704 | Call looping uses CPU and other resources in Cisco CallManager. | A Cisco CallManager code change fixes this problem. |
| CSCds74822 | Service Configuration application does not function properly. | A Cisco CallManager code change fixes this behavior. |
| CSCds82957 | SQL database does not properly instruct Cisco CallManager to start after upgrade. | DBLR used code that was not setting up CDR connection strings. This situation prevented Cisco CallManager from coming up. The new code retries the CDR setup until it completes. |
| CSCdt29182 | Analog gateway sends caller name to Cisco CallManager in calling party number IE. | The code now ensures forward and backward capability to correct this behavior. |
| CSCdt31211 | A forwarded call to a particular cellular phone on a Cisco CallManager disconnects. | When Cisco 7960 IP Phone with Cisco CallManager 3.0(7) redirects (forwards) a call from PSTN to the AU phone via PRI with WS-X6608-T1 gateway or Cisco Digital Access Gateway DT24+, PSTN side terminates the forwarded call and the originator phone receives no ringback tone.<br><br>A code change fixes this problem. |
| CSCdt41472 | Cisco WebAttendant client cannot log in because the UserID is already reported as logged in. | This results from a problem with the verbiage on the display. A message now displays to say that the device was not found, instead of showing that the login failed. |
| CSCdt41479 | Cisco WebAttendant client install does not have default port number of 4321. | When the Cisco WebAttendant client is installed, the default value "4321" is in the TcdSrv Listen Port. |
| CSCdt41493 | Cisco WebAttendant selects operating system web browser to create client shortcut. | The Cisco WebAttendant shortcut in the Start Menu will now open Cisco WebAttendant with Microsoft Internet Explorer. |

*Table 2 Cisco CallManager Release 3.0(10) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdt42403 | User loses a call after transferring toward a busy line. | A Cisco CallManager code change corrects this behavior. This item duplicates CSCdt45632, CSCdt82239, and CSCdr58998. |
| CSCdt47805 | High CPU usage during directory searches from Cisco IP Phone 7960 occurs. | This only occurred when 3-4 phones were set to simultaneously do a corporate directory search with blank search criteria that the publisher CPU hits 95+% for 10-20 seconds. |
| CSCdt46334 | Bandwidth does not release to pool after normal call clearing. | A Cisco CallManager code change corrects this behavior. |
| CSCdt49472 | User cannot assign an all-numeric pattern to Gatekeeper-controlled H.225 device. | A code change allows entry of numeric patterns. |
| CSCdt51077 | User cannot use hostname as Cisco CallManager server name when primary DNS suffix is set. | The software now allows a user to use hostname as Cisco CallManager server name when primary DNS suffix is set. |
| CSCdt59773 | Cisco IP Phone 7960 is susceptible to a ping attack and may crash and reboot. | This occurred when scrolling through various menus on the phone while it is under a ping attack. This no longer occurs. |
| CSCdt62462 | Synchronous Data Link (SDL) router service stopped. | A Cisco CallManager code change corrects this behavior. |
| CSCdt65935 | CallForward SDL update does not work (SsapiPtr->SsDbChangeFwdInfoReq). | A Cisco CallManager code change puts in an alarm to collect more information when the Cisco CallManager fails to update the local database tables when it receives change notification from database layer. |
| CSCdt66312 | Message Waiting Indicator (MWI) stays off when message is left while SP is up, but line is closed. | A newer version of Cisco Unity TSP appears to have made this caveat unreproducible. |

*Table 2 Cisco CallManager Release 3.0(10) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdt71276 | Backing up Media Convergence Server takes about 50 minutes; in previous versions, this took much less time. | The priority of the backup engine was reduced, so it does not interfere with the operation of the Cisco CallManager.<br>A code change corrects this behavior, so the backup takes less time. |
| CSCdt71631 | Name changes to partitions do not take effect until the Cisco CallManager reboots. | A code change ensures that, after changing the name of partition, the renaming will take effect without restarting database layer and calling search space. |
| CSCdt72448 | "lineGetCallInfo" fails after call transitions from CONF to IDLE. | If an application tries to do a lineGetCallInfo on a call that has transitioned from the CONFERENCED state to the IDLE state, the TSP returns LINEERR_OPERATIONFAILED.<br>The problem occured on Cisco CallManager 3.0(6) with TSP 3.0(0.42). |
| CSCdt72868 | The existing route pattern update fails. | A Cisco CallManager code change inserts an alarm to collect more information when the Cisco CallManager fails to update the local database tables when it receives change notification from database layer. |
| CSCdt73576 | Deleting multiple CTI route points causes a JavaScript runtime error. | A modification fixes the JavaScript error. |
| CSCdt74051 | Pilot point stops working after TCD stops and starts. | A Cisco CallManager code change corrects this behavior. |
| CSCdt74385 | A need exists for CDR globalCallID_callid to be more than 20 bits. | The code now allows globalCallID to be 24 bits so that the CDR database can hold more than 1,048,575 unique records. |
| CSCdt74871 | A need exists to delete unassigned directory numbers from previous versions. | Directory numbers now disappear from this list after upgrade. |

*Table 2 Cisco CallManager Release 3.0(10) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdt75620 | A need exists for TAPI dwCalledID to reflect original called party. | A code change ensures that TAPI dwCalledID reflects the original called party. |
| CSCdt75990 | Calls with compatible regions and capabilities fail. | A code change resolves this behavior. |
| CSCdt78337 | If call park range overlaps at pattern, Cisco CallManager router thread may stop. | If call park range overlapped an external dial pattern, and you dialed one of the call park numbers, Cisco CallManager may have displayed a router thread stopped error.<br><br>A code change corrects this behavior. |
| CSCdt80375 | Cisco Access Digital Trunk Gateway DT-24+ may not reregister after failure. | Rare circumstances can lead Cisco CallManager to perceive a Cisco Access Digital Trunk Gateway DT-24+ D-channel as still online when, in reality, it is down and has unregistered with the Cisco CallManager. This causes CallManager to bar the Cisco Access Digital Trunk GatewayDT-24+ from reregistering because it perceives the D-channel to be up.<br><br>A Cisco CallManager code change corrects this behavior. |
| CSCdt82340 | Cisco CallManager does not restart when experiencing race condition. | Cisco CallManager software modification in the initilization procedure makes it exit abnormally when there is a problem (exception returned from DBL) with initializing the CDR thread. |
| CSCdt83029 | When an extension has a call on hold and an active call, the held call does not disconnect when each caller hangs up on the call. | CTI now sends an event indicating that the call on HOLD and an active call exist, and the active call hangs up. |
| CSCdt83360 | After Cisco CallManager is upgraded, some services do not appear. | A code change extends the services URL maximum length to beyond 128 characters. |

*Table 2 Cisco CallManager Release 3.0(10) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdt83902 | User cannot answer a consult transfer. | The fix releases the answer thread when applications invoke an answer request on a consult call that is cleared due to transfer. |
| CSCdt84284 | AVVID: Cisco WebAttendent client does not have access to wausers share. | Microsoft security is inherited, which in certain sites, caused problems where adminstrators changed security settings at higher point than the WAUSERS directory, which then prevented domain users from accessing the data with the advertised method. |
| CSCdt84616 | Blind transfer from voice mail to MeetMe does not bridge audio. | A code change enables transfer to work properly. |
| CSCdt86530 | AVVID:SMDI LTN does not increment across PRI spans | The solution allows SMDI port to increment accross PRI spans. |
| CSCdt86741 | Pressing the line soft key button does not answer call. | A code change allows the user to answer the phone by pressing the line button. |
| CSCdt88683 | Transfer button fails with call waiting enabled. | A code change resolves this behavior. |
| CSCdt91200 | A Cisco Media Convergence Server backup operation hangs when manually initiated. | A Cisco CallManager code change corrects this behavior. |
| CSCdt91533 | Changes to ringlist.xml can cause phone-booting loop. | The problem occurred because the phone was resetting after the ring list was shortened. |
| CSCdt91824 | A need exists for a method to clear stale held calls. | A code change allows applications to clear a connection in a stale or disconnected state. |
| CSCdt92019 | No events occur to third party when second party drops consult transfer call. | This problem occurred using the Cisco TSP that is bundled with Cisco CallManager 3.0(8). The problem intermittently occurred about one in four times.<br>Cisco CallManager code change corrects this behavior. |

*Table 2 Cisco CallManager Release 3.0(10) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdt94077 | Device tables do not update correctly after failover occurs. | Calls going out through a digital gateway were being dropped after one Cisco CallManager in a cluster fails in a certain way (links to other Cisco CallManagers in the cluster stay up, even though its devices fail over), and its phones and gateways have registered with the backup Cisco CallManager.<br><br>A user running Cisco CallManager Release 3.0(8) or earlier in a clustered environment more likely encounters this problem.<br><br>A Cisco CallManager code change corrects this behavior. |
| CSCdt94179 | Redirect fails, and subsequent redirect gets no response. | A Cisco CallManager code change ensures that orphaned destinations get cleaned up properly during a redirect of the originator. |
| CSCdt95027 | Cisco CallManager does not allow simulated phones to register. | Any device, which during registration sends the MaxFramePacketSize as zero during registration, cannot register with the Cisco CallManager.The device needs to send the correct capabilities to be able to register. |
| CSCdt95612 | When a user right-clicks on the backup utility icon in the task tray, then clicks somewhere on the desktop, part of the popup menu remains on the screen. | A Cisco CallManager code change corrects this behavior. |
| CSCdt95934 | After Cisco CallManager is upgraded, the Cisco CallManager server IP address changes to the Cisco CallManager DNS name. | To correct this caveat, the database layer now resolves the host name and IP address better. |

*Table 2 Cisco CallManager Release 3.0(10) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdt96338 | The simultaneous call limit for H.323 device equals 248 when it should be 360. | Intercluster calls stop at 248 active calls per H.323 device. A code change allows 360 calls to be in place simultaneously.<br><br>Users experience this problem only with Cisco CallManager Release 3.0(8) or earlier. |
| CSCdt96745 | H.245 negotiation fails on intercluster trunk for forwarded call. | In certain scenarios, when a call across an intercluster trunk is forwarded to another gateway, the call will fail due to a Media Capabilities Exchange timeout. This has only been observed when the subscriber machines in a cluster are up. This behavior no longer exists in Cisco CallManager Release 3.0(10). |
| CSCdu00792 | Calls were getting dropped for constant delay. | When large packet delays were inserted between gateways and Cisco CallManager, some timers were expiring.<br><br>The code change compensates several internal timers for inaccuracy and sets a higher minimum default value for the configurable timer MediaExchangeTimeout.<br><br>Only customers who install Cisco CallManager 3.0(10) for the first time receive this bug fix. A customer who upgrades to Cisco CallManager 3.0(10) does not get this bug fix. |
| CSCdu02128 | A race condition can cause transfer table corruption. | A code change prevents the race condition from occurring. |
| CSCdu03062 | RDNIS does not appear in Q931 message. | The RDNIS was sometimes not being sent out the digital gateway, even though the Redirecting Number IE Delivery box is checked in the gateway configuration. |

*Table 2 Cisco CallManager Release 3.0(10) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdu04286 | After conferencing, if only two parties are left in the conference, TAPI redirect causes both parties to be dropped instead of just the one doing the redirect. | A Cisco CallManager code change corrects this behavior. |
| CSCdu05420 | Locations bandwidth takes more than 20 hours to free up. | Although this problem could not be exactly reproduced, from the provided trace we gather that a problem with media occurs when media are being set up and then torn down before completing the set up. |
| CSCdu05485 | Sending out 3.1 kHz causes problems for some calls. This occurs when using the Cisco Catalyst 6000 E1. | A Cisco CallManager code change corrects this behavior. |
| CSCdu06291 | Cisco IP phone accepts only one default router from Unix Dynamic Host configuration Protocol (DHCP) server. | Cisco IP Phone 7960 now accepts additional routers. |
| CSCdu07051 | Cisco CallManager users can have a user ID with an underscore, but they cannot log in to CCMUser page with a login name with an underscore. | The software now accepts an underscore in the user ID. |
| CSCdu08613 | Cisco uOne port hangs after transfer to a device where call forward all and/or call forward back fails. | Cisco CallManager now sends an onhook signal when the device uses call forward all and/or call forward back to an unreachable directory number. |
| CSCdu09807 | H.323 endpoint always uses display name of the first line. | A code change allows for the H.323 gateway to operate differently. |
| CSCdu09917 | A need exists for a user to be able to change AnonymousDevice protocol to H.225. | The AnonymousDevice protocol can be changed to H.225. |

*Table 2 Cisco CallManager Release 3.0(10) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdu10146 | Locations bandwidth calculation is wrong with software conference and codec change. | A caller initiates a call to a low bandwidth (30 KB) location with codec G.729. The caller initiates a conference using a software conference bridge, and the codec changes to G.711. The called party in the low bandwidth location changes to G.711 and joins the conference even though not enough bandwidth exists.<br>A code change corrects this behavior. |
| CSCdu12450 | AnonymousDevice does not work until Cisco CallManager stops/starts. | A Cisco CallManager code change corrects this behavior. |
| CSCdu13710 | Dual-tone multifrequency (DTMF) intermittenly fails. | A Cisco CallManager code change corrects this behavior. |
| CSCdu19849 | Cisco CallManager may crash when a user performs a directory look up to a partially initialized directory. | This problem occurred because the directory was not properly configured. |
| CSCdu20435 | lineSetupTransfer sometimes returns call in ONHOLD not OHPT state. | The TSP was not setting the TAPI call state appropriately. |
| CSCdu20892 | Pilot point stops working due to CtiDeviceOpenReq failure. | The customer's pilot point was not registering with digit analysis. |
| CSCdu43517 | Cisco IP Phone 7940/7960 headset transmit level is too low versus the handset level. | Three decibals were added to the headset microphone. |

*Table 2 Cisco CallManager Release 3.0(10) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdu68211 | The default SdlTraceTypeFlags value is inadequate for debugging needs. | The default value SdlTraceTypeFlags changed to 0x00004B15. This change only occurs on new installs. On upgrade installations, the previous setting for the "SDLTraceTypeFlags" service parameter remains at 0x00004B05.<br><br>Customers who install Cisco CallManager 3.0(10) for the first time receive this bug fix.<br><br>A customer who upgrades to Cisco CallManager 3.0(10) does not receive a bug fix for this.<br><br>During an upgrade, Cisco CallManager does not overwrite service parameter values manually configured by the system administrator in Cisco CallManager Administration. |
| **CMTerminals -- Firmware** | | |
| CSCdt68876 | WS-X6608 port resets when setting up a FAX call. | A code change resolves a problem that was causing a timer to restart, which initially caused this caveat. |
| CSCdt97510 | DTMF tones are sometimes not sent through 6608 PRI from IP phone. | A code change corrects this behavior. |
| CSCdu09034 | Phones lose IP leases at renewal. They are forced to unregister from the Cisco CallManager and acquire a new IP address. | A problem no longer exists in Cisco CallManager Release 3.0(10). |

*Table 2 Cisco CallManager Release 3.0(10) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdu18646 | An unstable modem connection exists through WS-X6608 and WS-X6624 gateways. | This version includes new loads that have been designed to provide V.34 connection speeds with a connection rate of 85 percent or higher. Speeds in the V.90 range are possible, but not guaranteed. |
| CSCdu29527 | Phones at remote site continue to reset when secondary is server down. | A code change incorporates a rewritten algorithm to check for other active connections, and the code ping the gateway before marking it as down. |

# Resolved Caveats - Release 3.0(9)

Table 3 lists and describes Caveats that were resolved in Cisco CallManager Release 3.0(9)

**Note** If you have an account with Cisco.com (Cisco Connection Online), you can use the Bug Toolkit to find caveats of any severity for any release.

To access the Bug Toolkit, log on to http://www.cisco.com/support/bugtools.

***Table 3 Cisco CallManager Release 3.0(9) Resolved Caveats***

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdr43740 | An error code incorrectly displays for invalid route filter deletes. | Error code: 263720 "delete failed" displays when a route filter that is in use by devices is being deleted. This type of error message does not appear for similar devices when they are in use by a device and are being deleted. An error message such as "Cannot delete ____ because (#) of devices are using it..." displays. Use this type of error message for Route Filters too. A Cisco CallManager code change corrects this error message. |
| CSCdr79073 | AVVID: DisplayIEDeliveryFlag=True causes no connection to be made through T1 CAS. | A Cisco CallManager code change corrects this behavior. |
| CSCdr82850 | Alerting message from JTAPI is delayed less than 2 seconds. | A code change and configuration issues corrects this behavior. |
| CSCdr91539 | Messages button on Cisco IP Phone 7900 exhibits incorrect behavior with multiple MWI. | When a phone has multiple directory numbers with voice mail, then while retrieving the voice mail, the order was Bottom _ Up. The correct order is Top-Down. |

*Table 3 Cisco CallManager Release 3.0(9) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCds03249 | Label line setting for phone is inoperable.<br><br>Customer has a requirement to change the display of the line buttons to show information other than the directory number.<br><br>If the "Line settings for device" under the phone configuration is set with a label other than the default (directory number), the string entered in the configuration does not display on the Cisco IP Phone 7960. The directory number displays instead. | The label field on phone directory number page no longer exists. |
| CSCds37274 | Telephone number for User can be only 10 digits long. | A code change makes the length of the telephone number for a user 24 digits long. |
| CSCds43822 | SQL timeouts occur during mass deletion. | Deleting CDR records in a specific way caused this behavior. A Cisco CallManager code change corrects this behavior. |
| CSCds49125 | Users must be logged on as the Administrator, or install will fail. | A code change in the install package corrects this problem. |
| CSCds55703 | Cisco IP Phones do not forward large NFS datagrams. | This bug was closed because this behavior is a configuration issue. Expect data loss when you bring 100-mbps input down to 10-mbps output. The issue is not with size but rather with speed. When large packets are fragmented, they are coming into the 100-mbps port faster than they can be transmitted on the 10-mbps port. This results in a queue overrun and packet lose. |
| CSCds63333 | CTI Framework shows up in phone Corporate Directory | Corporate Directory automatically filters out special user "ctifw" when searched by name. |
| CSCds63897 | PerfMon CallsInProgress is inaccurate. | A Cisco CallManager code change corrects this behavior. |

*Table 3 Cisco CallManager Release 3.0(9) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCds74363 | User can delete route list even if it is in use. | The code now checks DeviceNumPlanMap table to see whether the route list is associated with any route pattern. |
| CSCds74374 | An error occurs while deleting an active route filter. | A code change interprets the error and gives it a clearer message. |
| CSCds77080 | Blind transfer using the Cisco IP Softphone fails through a Catalyst 6000 and a Catalyst 4000 gateway. | A Cisco CallManager code change corrects this behavior. |
| CSCds77431 | No ringback occurs with de30+ when PI is not present. | A code change adds an option to configure outbound setup for PRI devices to include progress indicator. There is now a check box on the PRI configuration screen to include PI in setup. |
| CSCds87815 | AVVID: Call group pickup no longer works. | The types of Call Pickup and methods for handling both Call Pickup and Group Call Pickup are adequately described in "Getting Started with the Cisco IP Phone 7960/7940." |
| CSCdt02533 | Memory leaks occur in dllhost when CDRs are decreased. | Deleting CDR records in a specific way caused this behavior. A Cisco CallManager code change corrects this behavior. |
| CSCdt06744 | Call forwarded via IVR does not show forward information. | A Cisco CallManager code change added a service parameter to correct this behavior. |

*Table 3 Cisco CallManager Release 3.0(9) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdt11252 | Call transfer fails and throws a platform exception. | A Cisco CallManager software modification implements the NEVER_CONNECT option for the CTI enable consultation transfer call. With the NEVER_CONNECT option, the application (ICD) can choose not to establish media path between the CTI route port and the agent when it invokes the consultation transfer between the original caller and the agent so that the consultation transfer can work successfully. This change only impacts CTI enable consultation transfer call, and it depends on the change made in CTI, JTAPI, and other applications. |
| CSCdt12706 | CTI connection info is not cleaned up when an application closes a connection | An incorrect statements order caused the problem; an attempt occurs to retrieve an element from the table after that element is already removed. The known problem in the RW hash table implementation multiplies the problem.[ ] operator has a @side effect; an attempt to retrieve nonexisting element from the table causes a new element creation.The statements are not in the right order to correct this problem. |
| CSCdt18455 | Conference does not work with two outgoing calls through VG200 gateway. | The code now removes 'All' ports option for FXO ports. |
| CSCdt20323 | 3660 Router MGCP configuration fails with Cisco CallManager 3.0(6). | An update to the product capabilities table fixes this problem. |
| CSCdt26019 | Upgrading to Cisco CallManager 3.0(5a) from an earlier version results in one Cisco IP Phone 7940 button template. | A Cisco CallManager code change corrects this behavior. |
| CSCdt26442 | When a new user is added on Cisco CallManager 3.0(7) with AD/NDS plugin, the user gets an error. | With the latest plug in schema files on Cisco CallManager 3.0(9), the plug in works. |

*Table 3 Cisco CallManager Release 3.0(9) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdt27696 | The message content returned incorrectly when you delete a server. | The return error message now states “some devices are using the server.” |
| CSCdt29654 | A call to an active phone may result in negative bandwidth. | A Cisco CallManager code change corrects this behavior. |
| CSCdt30922 | User cannot delete Gatekeeper on the first attempt when Anonymous is set. | A Cisco CallManager code change corrects this behavior. |
| CSCdt33107 | When deleting the default soft Media Termination Point deletes, the screen displays an error message. | A Cisco CallManager code change corrects this behavior. |
| CSCdt37602 | A call redirected with TAPI does not contain RedirectingID. | A Cisco CallManager code change corrects this behavior. |
| CSCdt38836 | One-way voice transmission across firewall occurs. | A Cisco CallManager code change corrects this behavior. |
| CSCdt40324 | Wrong events for conference occur during hold function. | The code now removes an unneeded output to correct this behavior. |
| CSCdt40606 | Running h.225D on every node causes locations and other problems. | A Cisco CallManager code change adds a new configuration parameter. |
| CSCdt41902 | MGCP gateway does not relay DTMF digits. | The Cisco CallManager sends DTMF digits faster than the gateway can handle. The Cisco CallManager does not wait for gateway acknowledgment before sending the next DTMF digit. This can cause loss of DTMF digits or out-of-order condition due to UDP transmission.<br><br>The resolution adds a MGCP Endpoint Dependent Control (MGCPedpc) object (ported from BRAVO) to flow control MGCP messages. This guarantees one outstanding MGCP request per endpoint. |
| CSCdt43154 | Migration from Cisco CallManager 3.0(4) to Cisco CallManager 3.0(7.2f) fails with large CDRs. | The *Installing Cisco CallManager Release 3.0(8)* and later documents now include the information about removing large CDRs. |

*Table 3 Cisco CallManager Release 3.0(9) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdt44128 | 6608 sends disconnect when it does not receive an alerting fast enough. | A Cisco CallManager service parameter was extended to correct this behavior. |
| CSCdt48748 | When Windows 2000 Administrator account name is changed, i.e., to "callmngradmin," the installation reports an error changing the admin password. | After upgrading to Cisco CallManager 3.0(9), the customer no longer experienced this problem. |
| CSCdt49457 | STI backup may fail with large database. | A newly created backup prevents this behavior. |
| CSCdt51159 | Resetting h.225 device by any means causes AnonymousDevice failure. | A Cisco CallManager code change corrects this behavior. |
| CSCdt51281 | ISDN layer3 stack on PRI-EURO response to INFOR in state U4 | A Cisco CallManager code change corrects this behavior. |
| CSCdt52273 | MeetMe conference button does not reset T302 timer. | A new timer corrects this problem. |
| CSCdt52506 | CDR database will not be restored. | When backing up Cisco CallManager databases larger than 2 GB to a local or network drive, the file is clipped while being added to the TAR file.<br>The backup software was fixed to get rid of a 2 GB limitation. |
| CSCdt53123 | Cisco CallManager does not register with gatekeeper until the Cisco CallManager is stopped and started. | A button now exists to reset the gateway. |
| CSCdt53834 | Cisco Catalyst 6000 8 Port Voice E1/T1 and Services Module does not support G711Alaw. | The code that caused this caveat only checked for G711 muLaw. The code now checks for G711ALaw. |
| CSCdt54279 | Change of zone name in Gatekeeper device requires the administrator to stop and start the Cisco CallManager. | The code now changes the gatekeeper zone, and the administrator uses the Reset Gatekeeper button to reset gatekeeper. |

*Table 3 Cisco CallManager Release 3.0(9) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdt57397 | The file, ringlist.xml, is overwritten during upgrades, which causes the Cisco IP Phone 7960 to reset. | A code change causes the ringlist to remain after upgrade. |
| CSCdt58120 | Cisco CallManager update should not ask if machine is publisher/subscriber | A Cisco CallManager code change ensures that the software automatically detects the machine type. |
| CSCdt58373 | 100% CPU usage occurs when call is disconnected manually after open and or close line. | A Cisco CallManager code change corrects this behavior. |
| CSCdt58667 | CDR code does not handle exceptions and needs more debugging. | A Cisco CallManager code change corrects this behavior. |
| CSCdt58776 | No disconnected event occurs after adding and removing observers. | A Cisco CallManager code change corrects this behavior. |
| CSCdt59083 | RedirectingID is not correct when call is redirected and then forwarded. | A Cisco CallManager code change corrects this behavior. |
| CSCdt60194 | No dial tone/lineOpen failed occurs after TSP regression test. | A Cisco CallManager code change corrects this behavior. |
| CSCdt62354 | Cisco CallManager does not reregister with gatekeeper after WAN failure clears. | A code change corrects this behavior. |
| CSCdt66118 | With null translation pattern exists, all calls release without a tone. | A Cisco CallManager code change corrects this behavior. |
| CSCdt69132 | A need exists to add additional debugging information for dead router services. | A Cisco CallManager code change corrects this behavior. |
| CSCdt81114 | Fragmented skinny messages may crash Cisco CallManager. | A network was causing packets to get delayed and broken apart. The fragmented messages were coming from only one building. |
| CSCdt82472 | Hitting line button on a multiline phone fails in some scenarios. | A code change corrects this behavior. |

# Resolved Caveats - Release 3.0(8)

Table 4 lists and describes caveats that were resolved in Cisco CallManager Release 3.0(8).

**Note** If you have an account with Cisco.com (Cisco Connection Online), you can use the Bug Toolkit to find caveats of any severity for any release.

To access the Bug Toolkit, log on to http://www.cisco.com/support/bugtools.

***Table 4 Cisco CallManager Release 3.0(8) Resolved Caveats***

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdr60534 | The Cisco IP Phone 7960 allows Call Forward All to be set even when digits are not dialed. | Changes were made in CMI by way of CSCdt08716 to resolve the issue and not allow CMI to register with an empty DN pattern. If the CMI application does not have a valid Mailbox number, it will not start. The forwarding function works as expected after this and gives out a reorder after the timer expires and no digits have been dialed. |
| CSCds11354 | No ringback occurs on transfer from PSTN calls coming in on IOS gateway.<br>With Cisco CallManager 3.0(1) connecting to the PSTN via an H.323 gateway, if a call comes into a phone and it is blind transferred to another phone, the PSTN side will only receive dead air; ringback does not occur. | The Cisco CallManager software has been modified to send the H225UserInfo message to the IOS gateway with Q931 Signal IE, so the IOS gateway can play/stop ringback tone for the call that is being transferred to another party. This fix has to work with the fix for CSCds87266, which was opened against the IOS gateway. The fix for CSCds87266 may not be ready until the next major feature release. Therefore, even the Cisco CallManager can send the h.225 Suriname message to the IOS gateway. The problem cannot be verified until the IOS gateway is fixed. |

*Table 4 Cisco CallManager Release 3.0(8) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCds13646 | AVVID: SNMP agent is missing on Cisco CallManager. MIBII Host Branch | The vendor's SNMP Extension Agent provides the functionalities for browsing the MIB II tree through the SNMP Agent; therefore, it is not in the domain of the Cisco CallManager SNMP Extension Agent. |
| CSCds34122 | A failure to delete or reset the MGCP gateway exists in the find & list gateway page. | The Cisco CallManager code change handles MGCP gateway delete and reset from Find&List gateway page. |
| CSCds50672 | Call Forward All from a directory number to the same directory number causes high CPU usage. | Call Forward All can no longer be used to call the same directory number. |
| CSCds53113 | User hears a dual ringback tone when calling PSTN using H.323 gateway. | Call control no longer directs the originating device to play ringback on alerting if call control has already cut through media. |
| CSCds57777 | AVVID: PerfMon H.323 gateway is reinstantiated at Cisco CallManager reset of gateway. | The H.323 PerfMon statistics are removed when the H.225D stops. |
| CSCds65137 | No option exists for Subscriber for called and or calling party; i.e., number type. | A Cisco CallManager code changes adds support for Subscriber Number option for Calling/Called party IE number type in the digital PRI gateway configuration page. |
| CSCds66475 | Cisco CallManager does not allow a Automated Install on top of a FAT32b partition. This caveat is fixed on the MCS 7825/7835/7835-1000. | This issue only occurs if the C: drive is changed to FAT32. The auto install will be modified to install over a FAT32 partition regardless of the specific drive associated to that partition. |
| CSCds67657 | 1GB virtual memory grab occurs on Cisco CallManager with hot fix. | This fix causes the base virtual memory footprint to be larger than in the past, but it solves the memory losses seen in the past. |
| CSCds69496 | External Call Forward All loop causes high Cisco CallManager CPU usage. | Setting the CallManager Service Parameter MaxForwardsToDn to 0 disables the cause of this problem. |

*Table 4 Cisco CallManager Release 3.0(8) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCds72125 | DisconnectedEvent is received with Cause=CtiResourcesNAvail. | When an external call called a CTI route point, the call was redirected back and forth between a CTI port and an IP phone several times. A code change fixed this problem. |
| CSCds74298 | A call to a shared line results in unreleased bandwidth. | Shared line checks the bandwidth for each device and only consumes for the device active. |
| CSCds84419 | AVVID: Null translation pattern prevents dialtone on Cisco IP Phone 7960. | This works as designed in the Cisco CallManager. |
| CSCds88597 | Display issue exists during MeetMe and AdHoc conference calls. | The display change no longer shows the Conference number. The screen displays "To Conference" for MeetMe as well as AdHoc Conferences. |
| CSCds89614 | Call Pickup stops working. | Cisco CallManager software modification fixes a call scenario that will break the Call Pickup feature. The call pickup table entry needs to be removed after the original destination party has had a Call Forward No Answer put into effect to a new destination and that new destination has a Call Forward setup to another destination. |
| CSCds89808 | Cisco CallManager crashes when receiving ISDN setup with non-call-associated signaling. | Cisco CallManager software was modified to block the call because it does not support non-call-associated signaling on a D-channel. |
| CSCds91028 | Cisco CallManager does not apply the calling party transform mask. | The code change allows a customer to configure a Caller ID mask on the gateway configuration web page, so the last redirecting or first redirecting numbers display in the “Calling Party” field of the ISDN primary setup message in the full E.164 format. |

*Table 4 Cisco CallManager Release 3.0(8) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCds91320 | AVVID: PerfMon ccmActivePhones counter is incorrect. | A Cisco CallManager code change allows the PerfMon counter to display correctly. |
| CSCdt02726 | Consult call fails throwing exception. | A Cisco CallManager code change corrects this problem. |
| CSCdt04309 | Disable ring on a shared line does not work properly on blind transfer. | The problem of keying on the wrong directory number was fixed. |
| CSCdt06347 | When device is deleted, the forward intercept table is not updated. | The call-forwarding properties associated with this deleted device remain valid to Cisco CallManager even though the device no longer exists. |
| CSCdt07520 | User receives error message when changing partition on phone line. | A Cisco CallManager code change corrected this problem. |
| CSCdt07581 | Insert new user page does not update WA AutoDial name correctly | In the Cisco CallManager Release 3.1 User Preferences, the user manually configures the Auto Attendant name dialing, and it will not be populated automatically. |
| CSCdt08275 | Call forward does not work for the second time with IVR route point | A Cisco CallManager code change corrected this problem. |
| CSCdt08446 | Gatekeeper Device pool change requires resetting the PC. | A Cisco CallManager code change corrected this problem. |
| CSCdt09642 | Deleting a gateway gives error message. | When the deletion succeeds, no error message is given. |
| CSCdt11706 | The wrong redirecting parameters exist for Call Forward No Answer. | A Cisco CallManager code change fixed this caveat. |
| CSCdt12383 | Cisco CallManager may crash when making gatekeeper-controlled calls. | A Cisco CallManager code change corrected this problem. |
| CSCdt12794 | Consult failed due to InvalidStateException. | A Cisco CallManager code change corrected this problem. |
| CSCdt13681 | A directory number started returning busy to callers because too many calls had been forwarded to that number. | A Cisco CallManager code change corrected this problem. |

*Table 4 Cisco CallManager Release 3.0(8) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdt15151 | A calling party transform mask returns an invalid digit. | A Cisco CallManager code change checks and drops calling party Microsoft Internet Explorer if calling party transform mask returns invalid digit. |
| CSCdt15834 | Deleted shared lines do not auto register. | A Cisco CallManager code change auto registers deleted lines. |
| CSCdt18271 | Phone displays “You have Voice Mail” when the mailbox is empty. | A previously unresolved caveat caused this problem. |
| CSCdt18312 | Call Forward with IVR and Hunt Groups fails after 4 forwards. | The Cisco CallManager code change resets a variable to false when it receives a message, and the new destination number has an intercept table entry. By doing so the Cisco CallManager continues to forward the call after the CTI application redirects the call to a new destination. |
| CSCdt18313 | Select devices button takes you to the wrong web page. | A Cisco CallManager code change fixed this caveat. |
| CSCdt18621 | User cannot delete H.323 gateway without receiving error message. | The error message will not be given if the deletion is successful. |
| CSCdt18904 | Users cannot insert gatekeepers. | A Cisco CallManager code change fixed this caveat. |
| CSCdt18911 | When user adds a phone line, the web page freezes. | A Cisco CallManager code change fixed this caveat. |
| CSCdt19231 | Double forwarding gives transfer exception but no dropped event. | A Cisco CallManager code change resets a variable to false when it receives a message, and the new destination number has an intercept table entry. By doing so, the Cisco CallManager continues to forward the call after the CTI application redirects the call to a new destination. |

*Table 4 Cisco CallManager Release 3.0(8) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdt19887 | MTP resources reporting status=1, but Cisco CallManager will not jump to better resources. | The Cisco CallManager software has been modified to handle error code 255 from the Cisco Catalyst 6000 - DSP Resource device when there is error in opening the receive channel due to out of resource (transcoder); either the DSP is dead, or no more DSP is available in the device. The Cisco CallManager marks the device unavailable, so that the next call uses the next transcoder device. The Cisco Catalyst 6000 - DSP Resource device will wait until all the active calls existing in the device become idle; then, it resets itself and reregisters with the Cisco CallManager. |
| CSCdt20674 | Manual DA restart causes Cisco CallManager restart. | The Cisco Access Digital Trunk Gateway DT - 24+ control process was stopping before a related thread that reads the udp messages coming in from the gateway had stopped. This udp read thread was then trying to access Cisco Access Digital Trunk Gateway DT - 24+ data members that no longer existed in memory, thus causing a crash of Cisco CallManager. |

*Table 4 Cisco CallManager Release 3.0(8) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdt21490 | MTP resets on 23rd 729-711 transcoding(VAD enabled) | When the CPU time is lower than a low watermark, the transcoder takes no new calls (and the calls will not be complete). All new calls will be rejected. The transcoder will not accept new calls until CPU idle time goes above a high watermark. CPU time is regained after some active calls go idle. A high watermark is used to reopen the new channels after entering into a rejection mode, which is entered when a call is rejected by a low watermark. After the change, #24 call or more calls will be rejected but will not cause the transcoder to reset. |
| CSCdt21581 | User experiences a fast busy when transferring a conference. | A Cisco CallManager code change resolves this caveat. |
| CSCdt23132 | Bandwidth control with shared lines results in only 1 line ringing. | A Cisco CallManager code change fixes this problem. |
| CSCdt25478 | Call forwarding on the same phone inherits ring of forwarded lines. | A Cisco CallManager code change fixes this caveat. |
| CSCdt27176 | When user resets DT24 gateway, Cisco CallManager crashes with DrWatson. | A Cisco CallManager code change fixed this caveat. |
| CSCdt27572 | Inbound callers get reorder; B channel is out of service. | A CcRejReq message coming into the B channel process (processpn9cuser) and not being handled caused this bug. The B channel hung in an uncertain state, but the CO in the PSTN received it as available for new calls. |
| CSCdt27581 | User cannot delete partitions. This is an error but m_com_error was not valid. | A Cisco CallManager code change fixed this caveat. |

*Table 4 Cisco CallManager Release 3.0(8) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdt28640 | Cisco IP Phone 7960 intermittently delays dialtone when going off-hook. | The off-hook message was getting delayed only in certain scenarios. A Cisco CallManager code change resolved this caveat. |
| CSCdt29217 | Call Park code correction to avoid blocking of Call Park numbers. | A Cisco CallManager code change fixed this caveat. |
| CSCdt31546 | A DBL exception in MWI message may crash the Cisco Callmanager. | A Cisco CallManager code change corrected this problem. |
| CSCdt38000 | Cisco IP Phone 7960 does not register after cluster-wide outage. | A Cisco CallManager code change ensures that, if registration is not acknowledged, the phone will recover. |
| CSCdt38916 | CallingParty=Unknown Number does not work with Cisco uOne | A Cisco CallManager code change checks the calling party length field before calling the related function. |
| CSCdt39262 | Cisco CallManager may allow more calls than limited by Locations. | The problem was that the bandwidth to be consumed (24 kbps or 80 kbps) was an “unsigned int” and it was being compared for greater than a negative “int.” |
| CSCdt39402 | One-way audio exists with DT-24+ Load D003H300. | During the ARP cache timeout, removal of a dynamic entry was causing the port count to go negative. The port count prevents the removal of an address that is being used by several streams. A Cisco CallManager code change prevents the port count variable from going negative during ARP cache timeout. |
| CSCdt62890 | A deleted phone extension still exists in SQL database. | After you delete the phone, the extension no longer appears in SQL database. |

# Resolved Caveats - Release 3.0(7)

Table 5 lists and describes Caveats that were resolved in Cisco CallManager Release 3.0(7)

**Note** If you have an account with Cisco.com (Cisco Connection Online), you can use the Bug Toolkit to find caveats of any severity for any release.

To access the Bug Toolkit, log on to http://www.cisco.com/support/bugtools.

***Table 5 Cisco CallManager Release 3.0(7) Resolved Caveats***

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCds28310 | Users cannot dial to Cisco uOne using low-bandwidth codec. | Transcoder will now be involved allowing low-bandwidth calls from Cisco IP SoftPhone to access Cisco uOne. |
| CSCds34596 | This message appears: Can't Delete A Server - Error: 1576 UNDEFINED. | A database layer modificaiton removes the Database Layer Service when the server is removed. |
| CSCds35388 | AVVID: Installing Cisco CallManager Release 3.0 document incorrectly instructs the administrator to change the password for Cisco CallManagerAdmin and SQLSvc accounts. | Installing Cisco CallManager Release 3.0(5) update reflects that you must set the same password for all the Cisco CallManager Admin accounts and the same password for all the SQLSvc accounts for each server in the cluster. |
| CSCds39670 | Incorrect MsgWaitingLampMode is set in CTI LineGetInfoResp for route points. | Set the messageWaitingLampMode member variable to FALSE. Also, print out the value of dwMessageWaitiingLampMode in CTIHandler. |
| CSCds41030 | DB Admin does not limit the input for URLs on phone config page. | Limit the input length of "External Data Locations" fields for the Cisco IP Phone 7960 and Cisco IP Phone 7940, and the "URL too long" message will not appear. |
| CSCds53834 | GateKeeper configuration page does not display. | This page does not display with Netscape Navigator. |

*Table 5 Cisco CallManager Release 3.0(7) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCds55086 | Access violation occurs in svchost during Win2K startup on client running Cisco SoftPhone. | Microsoft has a fix, contact Microsoft support for details at the following URL: http://support.microsoft.com/support/kb/articles/q278/7/18.asp. |
| CSCds58392 | Putting a call on hold generates a new call with wrong data. | CallManager.java was modified so it does not set the LastHeldTerminalConn when it is not Consult call. |
| CSCds65594 | Cisco CallManager does not accept a non-ISDN call progress information element when using the 4ESS protocol. | MsgTrans does not drop any ISDN message if locking shift information elements are received. It is up to the pn9* to decide whether the message can be discarded. |
| CSCds73845 | Wrong last redirected address in blind transfer where b is only po | CallManager.java was modified to create TransferManager with proper transferController. |
| CSCds74306 | Transfers across locations do not release all bandwidth resources. | Bandwidth is now released after transfer. |
| CSCds76274 | Bandwidth does not return to pool after H.323 intercluster trunk call failure. | A code change compensates for a failed call and returns bandwidth as expected. |
| CSCds78107 | A need exists for a new error message from CTI for directory login timeout. | In the code that queries the directory for user authentication, a case was added to distinguish a directory timeout due to high demand from a login failure. A new error code was also added, so the APIs can also distinguish the two cases and act accordingly. |
| CSCds78869 | Cisco IP Phone 7910 sends cdp with POWER TLV as 6300 mw instead of 5040 mw. | Per hardware engineering, all Cisco IP Phones in the 7900 Family developed thus far have a maximum requirement of 6300 mwatts. This value is now reported via the appropriate TLV in the CDP response in loads P004P301 (Cisco IP Phone 7910) and P003P301 (Cisco IP Phone 7960 and Cisco IP Phone 7940). |

*Table 5 Cisco CallManager Release 3.0(7) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCds81134 | Release messages are missing from Cisco CallManager. | Changes made to the translation pattern to amends this problem. |
| CSCds82314 | Cisco CallManager will not initialize if many translation patterns exist. | The ability to initialize quickly even if hundreds (tested with 2000 translations) of translation patterns exist was added to the software. |
| CSCds85150 | CTI: gateway call is not producing ringback event. | CTI call state notification is sent, so ring-back will be heard. |
| CSCds85215 | Application gets Talking event even though call is over. | CallManager.java was modified to process callClosedEvent, so that it does not send any getCallInfo request. |
| CSCds85283 | Memory leak occurs in call waiting scenario | The Cisco CallManager software was changed to keep memory from growing in specific call waiting scenario. |
| CSCds87448 | IP voice media streaming application uses 100% CPU. | The Cisco CallManager code was changed to recover from a random unhandled internal error causing high CPU usage. |
| CSCds87552 | Blind transfer from voice mail locks up port. | Cisco CallManager software has been modified to reset the intercept entry's dnActive field even when it cannot find the active call entry for the ssParty when receiving the ssDataInd msg. |
| CSCds90217 | CiscoAddrInServiceEv is not sent for softphone. | ProviderImpl and TerminalImpl were changed, so JTAPI opens the CTI Port when DeviceRegisteredEvent for a third-party observer as a result of first-party observers register the CTI Port. |
| CSCds90743 | Cisco CallManager crashes when attempting to add 17 participants to conference bridge. | Cisco CallManager was fixed to prevent crashes caused by array boundary exceeded when the number of conference participants is more than 16. |
| CSCds91718 | Need exists to include CTI Messages in default SDL trace setting. | The default database was changed to facilitate this problem. |

*Table 5 Cisco CallManager Release 3.0(7) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCds92026 | No disconnect event occurs when disconnecting consult conference. | CallManager.java was modified not to set setConferenceFeature during the initialization of the consult Conference call. |
| CSCds92393 | SDL router services are declared dead. | When stationD process receives the ccNotifyReq message and there is no CI associated with the StationCdpc process before we display the information in CcNotifyReq message, one more check needs to be added to make sure there is valid CI to route pattern association; otherwise it will crash the Cisco CallManager. |

# Resolved Caveats - Release 3.0(6)

Table 6 lists and describes Caveats that were resolved in Cisco CallManager Release 3.0(6)

**Note** If you have an account with Cisco.com (Cisco Connection Online), you can use the Bug Toolkit to find caveats of any severity for any release.

To access the Bug Toolkit, log on to http://www.cisco.com/support/bugtools.

***Table 6 Cisco CallManager Release 3.0(6) Resolved Caveats***

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdr22835 | Users cannot change WS-X6608 port type once set without resetting card | Cisco CallManager software was changed to find the correct WS-X6608 port type. |
| CSCdr74342 | DCD: DC Directory gets suspended due to FileSystem error | The problem was due to the file system backup utility locking the file using the win32 LockFile(). LockFile either allows a shared Read lock or an exclusive Read or Write lock. If a shared Read lock has been obtained by a process; no process (including the one that had first opened the file) can write to that file. Thus, if a user attempted to update DCD while the backup utility held a lock on DCD's DB volumes, DCD was unable to write to disk and consequently got into an awkward state. DCD now obtains an exclusive Read/Write lock on startup on its DB volumes. This lock prevents any other process from even opening the file. Thus, DCD is guaranteed that no process can deny it (DCD) write access to its own files once it (DCD) successfully comes up. |

*Table 6 Cisco CallManager Release 3.0(6) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdr74342 | DC Directory gets suspended due to file system error. | The problem was due to the file system backup utility locking the file using the win32 LockFile(). LockFile either allows a shared Read lock or an exclusive Read or Write lock. If a shared Read lock has been obtained by a process; no process (including the one that had first opened the file) can write to that file. Thus, if a user attempted to update DCD while the backup utility held a lock on DCD's DB volumes, DCD was unable to write to disk and consequently got into an awkward state. DCD now obtains an exclusive Read/Write lock on startup on its DB volumes. This lock prevents any other process from even opening the file. Thus, DCD is guaranteed that no process can deny it (DCD) write access to its own files once it (DCD) successfully comes up. |
| CSCds18156 | Symbol Phone create multiple H225D registered with Line Control | The code has been changed to allow only one H225D to register with LineControl. |
| CSCds43712 | PerfMon statistics appear to be unreliable. | The Cisco CallManager software has been modified so that the PerfMon statistics appear correctly. |
| CSCds43792 | Sending Disconnect with cause equals an unallocated number. | The protocol violation on inbound call was fixed. According to Q.931 standard, Cisco CallManager shall send RELEASE COMPLETE instead of DISCONNECT when unassigned number is received in the SETUP message. |
| CSCds46180 | Slow SDL timer Service using call load of 2.25 cps and IVR | Internal data structures that kept track of call information were not being cleaned up correctly which lead to some inefficiencies over time. |

*Table 6 Cisco CallManager Release 3.0(6) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCds53378 | Cisco CallManager upgrade with locations prevents SW-based conference from working. | The code for unlimited bandwidth in location for Cisco CallManager 3.0 does not currently work. Migration has been changed to remove the 0 bandwidth location records and set any devices location using it to NULL. This will, in effect, give that situation no bandwidth limitation. |
| CSCds57574 | Cisco WebAttendant will not install on a Windows 98 client machine. | Windows operating systems version of regsvr32.exe could not load the .dll extensions containing the Cisco WebAttendant controls. Each Cisco WebAttendant DLL tries to start a multimedia timer when the DLL is loaded. Starting the timer was moved from the loading of the DLL to when the actual loading of the control by the web browser occurs. This allows the regsvr32.exe to load and register the DLL. |
| CSCds61655 | GetCallInfo returns wrong info on call fwded to route point. | A changed was made previously to save information about the calling, called, and redirected parties during call setup, so this information can be returned in the lineGetCallInfo when the call is forwarded. These changes were made to the code that handles the stations but also needed to be made to the code that handles route points. |
| CSCds61871 | No error message occurs on unauthorized CTI user via TSP. | The problem was corrected by using a timer to introduce a delay between sending the response and closing the pipe. |

*Table 6 Cisco CallManager Release 3.0(6) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCds63460 | BLIND TRANSFER: caller/calledid information becomes messed up on blind transfer. | Cisco CallManager software has been modified to correctly display the calling, called party number, and name for the scenario of a call that was blind transferred to a line, which already had an active call (call-waiting scenario). After the change, the calling, called party number, and name correctly display for both the active call and incoming call. |
| CSCds63489 | Call waiting call is not idled on Call Forward No Answer. | A fix was made to CTI to allow the 3rd and subsequent calls to roll to voice mail or be answered instead of disconnecting or going to fast busy. |
| CSCds65046 | Server logs out Cisco WebAttendant client when the client is idle for 2 minutes. | A race condition was causing TCD to corrupt its keepalive tracking registers for some logged-on clients. This would cause TCD to erroneously determine that the client was dead, closing the TCP connection to the client. Changes were made to prevent this multi threaded race condition from affecting the keep alive logic. |
| CSCds66353 | Cisco CallManager tells MGCP gateway to use VAD when SilenceSuppression is set to False. | The Cisco CallManager software's code was modified to support SilenceSuppression accordingly. |

*Table 6 Cisco CallManager Release 3.0(6) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCds66507 | Cisco WebAttendant client will not install on Windows NT operating system. | Windows operating systems version of regsvr32.exe could not load the .dll extensions containing the Cisco WebAttendant controls. Each Cisco WebAttendant DLL tries to start a multimedia timer when the DLL is loaded. Starting the timer was moved from the loading of the DLL to when the actual loading of the control by the web browser occurs. This allows the regsvr32.exe to load and register the DLL. |
| CSCds67120 | CTI logs out TCDSRV and drops TCP connection. | The fix was made to process the heartbeat at normal priority. |
| CSCds67147 | Illegal characters are accepted when setting user password. | There are no checks in place when users first enter their password; this is causing the problem because there is a check in place when their password gets validated. |
| CSCds67766 | Install: SAenvProperties.ini is not updated after the install. | The silent portion of the install that Automated Install executes was not calling the code to set this up. |
| CSCds68278 | CTI ports are disabled during upgrades. | The DCD upgrade process has been changed to preserve the existing value of the CTI Application Use Enabled global flag. Thus, if a user has set the value of the global flag to true, the value would still be set to true after an upgrade. |

*Table 6 Cisco CallManager Release 3.0(6) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCds69538 | Conference is in bad state when Cisco AutoAttendant redirects call back to its own ports | When Cisco AutoAttendant is redirected to a second CTI port, a redirect signal is sent to the Conference process inside of Cisco CallManager. The logic in this process was not expecting a conference resource to be an origination point for a redirection. As a result, it never checked for that possibility and did not correctly delete the old information and add new information into its tables regarding the present configuration of the conference. |
| CSCds70328 | Cisco WebAttendant timed out and gave no reorder tone. | Cisco CallManager software was modified to use the correct call reference identifier to build the CcRejInd message when the CtiNewCallAcceptTimer was received so that the CcRejInd message was sent to the correct process to clear the call with reorder tone. |
| CSCds72813 | CTI: Gigantica crashes when opening provider with ctifw user. | Cisco CallManager is crashing when user passes a device name bigger than 15 characters. The problem is happening as user copies longer than 15-character names in CtiDeviceName variable, causing it to have nonnull terminated string. Terminating the string with Null corrected the problem. |
| CSCds73688 | SdlMaxUnHandledExceptions=0 results in StackWalk. | The value was hard coded to 5 and not read from database, and the code was not checking for not equal to zero in 3 of the 16 places. |
| CSCds74266 | Cisco CallManager crashes and restarts; then, it sits idle until manual restart. | The Cisco CallManager software has been modified to rectify this problem. |
| CSCds76640 | State of Logout and Go Offline buttons does not change. | This problem was solved by syncing up the TCD server and the Cisco WebAttendant. |

*Table 6 Cisco CallManager Release 3.0(6) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCds77578 | Cisco CallManager does not cut through after progress with DE30+ (overlap sending). | At the overlap sending situation, the channel ID can be received in setup pack. |
| CSCds79716 | UserPrefs do not work after an upgrade from versions prior to Cisco CallManager 3.0(5a) to Cisco CallManager 3.0(5a). | A race condition between DCD initialization and the execution of avvid_upgrade caused the problem. The avvid_upgrade script now waits 20 seconds for DCD to finish its initialization before continuing with the upgrade process. |
| CSCds79952 | Cisco CallManager stackwalk for CM2 of Dallas Alpha | Buffer was increased to allow large display names on CTI and phone devices. |
| CSCds81073 | PRIUser ringback does not perceive reorder tone with CallForward Incorrect. | Cisco CallManager software has been modified to process the CcInfoReq message in state:<br><br>call_received7 (ProcessPn9cuser) and call_delivered4 (ProcessPn9cnet and ProcessH225Cdpc), and if the cause code value in the CcInfoReq is temporary failure, send the Disconnect message to disconnect the call. By doing so, it prevents the caller from the gateway receiving the ringback tone for a long period of time even when the call was dismissed due to the error while accessing the voice mail (such as voice mail configuration error or hop count exceeded). |
| CSCds82156 | Confusing screen occurs on auto upgrade when selecting publisher/subscriber is selected | The screen was changed to be read more clearly. |

# Resolved Caveats - Release 3.0(5a)

Table 7 lists and describes Caveats that were resolved in Cisco CallManager Release 3.0(5a).

**Note** If you have an account with Cisco.com (Cisco Connection Online), you can use the Bug Toolkit to find caveats of any severity for any release.

To access the Bug Toolkit, log on to http://www.cisco.com/support/bugtools.

***Table 7 Cisco CallManager Release 3.0(5a) Resolved Caveats***

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdp96950 | CPU usage stays up to 100% with svchost.exe. | This was determined to be a Microsoft problem. Currently, a new version of tapisrv.dll fixes this problem. |
| CSCdr35751 | This problem occurs when Call Forward All is cleared from the user preference pages for a DN that is shared by multiple phones (that is, a multiline). | When Call Forward All is cleared on a multiline, a reset is only sent down to one phone that shares the multiline, and the call forward lights are cleared on that phone only. The call forward is cleared for the specified DN, but the forward lights on all other phones will remain on, thus giving a false indication that the phone is still forwarded, when it really is not. |
| CSCdr40345 | Errors are returned by the Cisco CallManager User Administration web pages. | These errors appear when the directory does not contain a complete listing of the devices in the Cisco CallManager database. This occurs when the directory is first configured with a large number of devices to import from the database to the directory. |

*Table 7 Cisco CallManager Release 3.0(5a) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdr41614 | DTMF digits are not propagated to members of a conference. | When a DTMF digit is pressed when a phone is connected to a conference, the digit is dropped.<br>For example, if a ringing phone is added to a conference, and the phone is subsequently not answered and forwards to voice mail, there is no way to remove that party from the conference, or to exit or shut down voice mail. |
| CSCdr42883 | Memory leaks in the database occur as a result of normal operation of the system. | DLLHost.exe as the executable grows in memory size as changes are made to the database via services or Cisco CallManager Administration. If a long time elapses, the memory size will drop. However, if several services poll the database periodically, this may not occur. |
| CSCdr49680 | When the Cisco Catalyst 6000 8 Port Voice T1 and Services Module is reset while conferences are in progress, the Cisco CallManager will not set up any more conferences. | This occurs when the device re-registers with the Cisco CallManager, and the callers have not yet hung up the phones. |
| CSCdr50642 | After the initial installation, changing a server name to an IP address will cause phones not to boot. Auto-registering phones will not connect to Cisco CallManager. | The reason they do not connect is that the configuration file still contains the server name. |

*Table 7 Cisco CallManager Release 3.0(5a) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdr51675 | When using the Cisco CallManager Control Center web page, the services for a server do not appear when it is selected. The screen displays "A connection to the server could not be established." | This problem occurs under any of the following conditions:<br>• The server hosting the Cisco CallManager Administration web pages cannot resolve the name or IP address of the target server.<br>• The target server is offline.<br>• The target server no longer exists, but it is still configured in the Cisco CallManager Administration pages.<br>• The target server's name in DNS does not match the server's machine name. |
| CSCdr57242 | OutofBandwidthText is not on by default. | A call from a Cisco IP Phone to another Cisco IP Phone gets a reorder tone intermittently. Nothing on the phone display indicates the reason. Further troubleshooting showed that the call was made between locations, and it was out of bandwidth. The Cisco IP Phone should have displayed the "Not Enough Bandwidth" message by default. |
| CSCdr68109 | Cisco CallManager service does not display in Windows 2000 services after subscriber installation. | The publisher and subscriber Cisco CallManager servers are installed. All the Cisco CallManager services appear in Windows 2000 services on the subscriber after installation. |
| CSCdr75417 | Backspace in Cisco IP Phone 7960 may crash Cisco Call Manager. | While attempting to make an outgoing call from a Cisco IP Phone 7960, if the user presses the "BackSpace <<" quickly enough, it can intermittently cause a Cisco CallManager restart. |

*Table 7 Cisco CallManager Release 3.0(5a) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCdr78651 | Ability to park call by directory number is missing. | Modified park code allocation to use the same park code number when call park reversion occurred. This allows the parking party to repark the same call to the same park code in effect when call park reversion occurred. |
| CSCdr80088 | Metalink import error message occurs. | Reinstallation fixed the problem. |
| CSCdr80095 | Large number of File Does Not Exist messages appear in event viewer. | Automated install was changed to include the following directory: C:\WINNT\Help\iisHelp |
| CSCdr92982 | The Cisco Messaging Interface trace will not create trace files after configuring TraceFile. | The Cisco Messaging Interface service has to be stopped and started to create the new file. |
| CSCdr93620 | Database migration of Cisco uOne ports from Cisco CallManager Release 2.4 to Release 3.0 fails. | The administrator must remove the VoiceMail DNs from NumPlan table when migrating from 2.4 to 3.0 in order to fix this problem. |
| CSCds09586 | 100% CPU utilization occurs on the web server (inetinfo). | This problem occurred when trying to set the Speed Dial on an administrator's phone. |
| CSCds10242 | Cisco IP Phone 7960 to NetMeeting G.711 calls without MTP have poor audio quality. | Calls from a Microsoft NetMeeting client to a Cisco 7960 IP phone result in poor audio quality heard on the Cisco IP Phone 7960 side of the conversation. If the 'i' button is pressed twice while the call is active, the RxSize shows up as 32, although it should be 20. This problem is not observed on Cisco IP PHone model 30 VIP or Cisco IP Phone model 12 SP+ phones. |
| CSCds14106 | Cisco CallManager 3.0(2d) stops responding after starting; it will not accept any connections. | Cisco CallManager may stop responding and stop accepting connections after starting up if a high number of route patterns are configured (greater than 300). |

*Table 7 Cisco CallManager Release 3.0(5a) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCds19447 | No information about Cisco AutoAttendant install exists in Cisco CallManager install documents. | The AutoAttendant Administrative Guide documents the information. |
| CSCds21377 | The Cisco CallManager service was up but was not running. Looking at PerfMon statistics showed that the CPU utilization of Cisco CallManager was zero, but Cisco CallManager did show as running. | During standard installation, an error occurred making the processing of Cisco CallManager shut down, but the CCM.exe service did not clear itself from memory. |
| CSCds26356 | MGCP cannot do a one-to-one port mapping with an IP phone. | Changes were made in Cisco CallManager code to support the Service Parameter flag MatchingCgpnWithAttendantFlag, though, for a large site, using this flag is not an optimal solution for call completion rate. With 1500 FXO ports, call completion rate could be reduced by 4. Cisco recommends to spend the initial configuration effort to use Partition and Calling Search Space. A combination of these two methods might be the optimal solution. |
| CSCds36692 | Having in excess of 200 translation patterns causes Cisco CallManager to take more than 10 minutes to initialize. | This has been fixed by increasing the timeout from 10 to 20 minutes. |
| CSCds38023 | Non-unique timer ID causes transfer and hold to stop working. | After long periods, there was a chance that unique timer ID was no longer unique. This would cause various timers to fail. The problem was identified and fixed. |
| CSCds53566 | Unable to unpause backup service in MCS backup utility | Automated Install fixed this problem for Cisco CallManager 3.0(5a). |

*Table 7 Cisco CallManager Release 3.0(5a) Resolved Caveats (continued)*

| DDTS Number | Summary | Explanation |
|---|---|---|
| CSCds67376 | Auto install on 7820/22 locks up on final reboot after upgrade. | When performing upgrades on the MCS7820 or 7822, the server would lock up on the final reboot. This issue is resolved if Windows 2000 service pack 1 is installed prior to upgrading Cisco CallManager. The Cisco CallManager CD will now detect whether SP1 is installed and end the upgrade if it is not. SP1 will have to be installed before proceeding with the upgrade. |
| CSCds69615 | SDL router services declared dead with Cisco CallManager 3.0(5a). | The problem was caused by the network specific facility IE, which the Cisco CallManager could not handle correctly. The software has been amended. |
| CSCds71367 | Automated install upgrade does not stop Microsoft SNMP service. | Microsoft SNMP service now automatically stopps prior to the upgrade. |
| CSCds76544 | DBL trace files grow without bound if number of minutes is not set. | This problem occurred when the time limit for trace is set to 0. Under these conditions, the trace file for the database layer is ignored. |

# Open Caveats

## Open Caveats for Cisco CallManager Release 3.0(10)

Table 8 describes possible unexpected behaviors by Cisco CallManager Release 3.0(10). Unless otherwise noted, these caveats apply to all Cisco CallManager 3.0 releases up to and including Cisco CallManager Release 3.0(10)

**Note** If you have an account with Cisco.com (Cisco Connection Online), you can use the Bug Toolkit to find caveats of any severity for any release.

To access the Bug Toolkit, log on to http://www.cisco.com/support/bugtools.

***Table 8 Open Caveats for Cisco CallManager Release 3.0(10)***

| DDTS number | Description |
|---|---|
| CSCdr20726 | H.323 phone does not receive progress tones during call setup.<br>**Workaround**: No workaround exists. |
| CSCdr25206 | Line state server does not update the Cisco WebAttendant.<br>**Workaround:** Call the phone to update the phone status or go off-hook on the phone to update the status. |
| CSCdr28947c | Transfers from Cisco uOne to invalid extensions by pressing * 8 leave the caller in silence.<br>For example, if a user logs into a mailbox, presses * 8 to transfer, and enters an invalid extension, the transfer is attempted, but the user does not hear anything after the standard Cisco uOne prompt plays.<br>In this situation, the caller is on hold pending transfer completion. The transfer never completes because the extension was invalid, and reorder was returned to the uOne port. The Cisco uOne port does not recognize reorder, so no further action is taken. The caller is left on hold.<br>**Workaround**: The user can hang up the call and call the person directly. Always transfer calls through Cisco uOne using a valid extension. |

*Table 8 Open Caveats for Cisco CallManager Release 3.0(10) (continued)*

| DDTS number | Description |
|---|---|
| CSCdr36331 | Going from low bit rate to low bit rate, the wrong counter is sent from a transcoder. The problem occurs when the system is configured, so a transcoder is invoked to transcode between two low-bit-rate codecs (for example, from a G.723 to a G.729).<br><br>**Note** Cisco CallManager Release 3.0 does not support the use of a transcoder to support low-bit-rate to low-bit-rate transcoding.<br><br>When a transcoder is invoked to transcode between two low-bit-rate codecs, the transcoder consumes the internal resources of two transcoders, but only one transcoder is allocated.<br><br>As a result, more transcoders are available to be allocated in the system than there are internal transcoding resources to support them. When all available internal transcoding resources are in use, and another transcoder is allocated and begins transcoding, the voice quality on all calls going through that transcoder device degrades noticeably and, sometimes, severely.<br><br>**Workaround**: Cisco highly recommends that the system be carefully configured, so that transcoding between low-bit-rate codecs is not required.<br><br>No workaround exists for this problem other than limiting the number of calls through a given transcoder device by expanding the number of transcoders available.<br><br>Having at least twice as many transcoders available as there are calls that need them at any given time should eliminate this problem. |
| CSCdr36406 | A <CmdArg>[Object Error]<noCmdArg> error message returns when a user is added via the Cisco CallManager administration page.<br><br>If users have been added to the system via private scripts, the directory may not allow some userid name conflicts to occur but does not properly report the conflict. For example, a user with the userid of "jsmith@company.com" will conflict with the proposed userid of "jsmith." This problem should not appear through normal usage of the product.<br><br>**Workaround**: Use a different userid for the new user or access the directory directly to delete the conflicting user. |

*Table 8 Open Caveats for Cisco CallManager Release 3.0(10) (continued)*

| DDTS number | Description |
|---|---|
| CSCdr39403 | Database notification does not work in certain situations. Updates made from the Cisco CallManager administration page are registered but not reflected in the MIB tables until the SNMP data collector or Cisco CallManager (depending on the type of update) is restarted.<br><br>In Cisco CallManager clusters, changes to global values in a cluster environment appear on the MIB table that is local to the change but not in all MIB tables throughout the cluster. Updates will only appear on the MIB table that is local to the change, with the following exceptions:<br><br>• When a time, region, or any static item is deleted, no MIB tables reflects the change.<br><br>• When groups and regions are added, no MIB tables reflects the change.<br><br>**Workaround**: Restart the SNMP data collector or Cisco CallManager to display updated values in the MIB tables. If a Cisco CallManager cluster is involved, you must restart all SNMP data collectors to show consistent values in the MIB tables throughout the cluster.<br><br>Examples (local):<br><br>To remedy the two exceptions to local MIB table updating<br><br>• When deleting a time, region, or any static item, restart the SNMP data collector for the local Cisco CallManager installation to see the update reflected in the MIB table.<br><br>• When adding groups and regions to a Cisco CallManager cluster, restart the SNMP data collector, which will help to update the MIB table.<br><br>In Cisco CallManager clusters, changes to global values in a cluster environment will not be reflected in all the MIB tables. You must restart all SNMP data collectors to show consistent values in the MIB tables throughout the cluster.<br><br>Examples (cluster):<br><br>• When adding or deleting multiline extensions of an existing telephone, you must restart the Cisco CallManager system associated with that particular phone to activate the change in the MIB table for phone extensions.<br><br>• When changing the primary Cisco CallManager name and description, you must restart Cisco CallManager to see the changes in the Primary MIB table. If the update involves a Cisco CallManager cluster, you must restart all Cisco CallManagers in the cluster to see the changes reflected in all the tables. |

*Table 8 Open Caveats for Cisco CallManager Release 3.0(10) (continued)*

| DDTS number | Description |
|---|---|
| CSCdr39493 | You cannot assign the same extension to a Cisco Catalyst 6000 24 Port FXS Analog Interface Module and a Cisco IP phone.<br><br>**Workaround**: No workaround exists. For Cisco CallManager Release 3.0, only MGCP gateways (VG200s) allow FXS ports to share the same phone number with a Cisco IP phone. This release does not support shared-line capability for other analog gateways in this release. |
| CSCdr41623 | When a port on a Cisco Unicast Conference Bridge is conferenced back to itself, a feedback loop is created in the conference bridge, and all participants experience audio feedback. Even if all phones involved in the conference hang up, the conference bridge still has a feedback loop because two or more ports of the conference bridge are conferenced together, and neither has disconnect supervision.<br><br>**Workaround**: You must perform a conference bridge reset to clear the conference. |
| CSCdr43111 | Call only forwards once if route point does not have forward on no answer.<br><br>**Workaround:** Configure a forward on no answer destination for 3000 to point to some arbitrary other phone (i.e., 1006); then, you will no longer experience the problem. |
| CSCdr48076 | Cisco IP Phone 7960 transfer button causes malfunction of Resume button.<br><br>**Workaround:** The workaround is for caller A to go on and off hook and then press the EndCall softkey. This will enable the Resume softkey. |
| CSCdr53720 | Transfer from Cisco uOne to busy phone without forwarding does not complete.<br><br>**Workaround:** Have phones forward on busy to voice mail. |
| CSCdr54928 | Cisco CallManager stops using Cisco Catalyst 4000 conference bridge.<br><br>**Workaround**: No workaround exists. |
| CSCdr55953 | SNMP requires Cisco CallManager service to be restarted for phone addition/deletion.<br><br>**Workaround:** After you add or remove an extension from a phone, you must restart the Cisco CallManager service for SNMP agent to report the new information, so User Tracking can discover the changes. |
| CSCdr57791 | Users cannot join MeetMe conference if one number is used instead of a range.<br><br>**Workaround**: Configure a pattern for the MeetMe number. This allows the users from other Cisco CallManagers to use the MeetMe number. |

*Table 8 Open Caveats for Cisco CallManager Release 3.0(10) (continued)*

| DDTS number | Description |
|---|---|
| CSCdr77184 | Call park numbers do not recycle through configured range.<br><br>**Workaround**: Go to **Feature** > **Call Park**, select a range, and click **Update**; or create a new range. |
| CSCdr80075 | A need exists for the Cisco CallManager to check the assignment of lines and speed-dial keys for errors.<br><br>**Workaround**: Put all lines at the top of the button template (before speed dials) or update the phone load to version P003H300 or later. |
| CSCdr80638 | Locations do not recognize a transcoder correctly.<br><br>**Workaround:** No workaround exists. |
| CSCdr80728 | AVVID: Automated install CD does not load Cisco Media Convergence Server 7835 (MCS7835) without locking up.<br><br>**Workaround**: Update the server BIOS. |
| CSCdr81135 | Devices cannot be associated to user using Netscape; Javascript error displays.<br><br>Using Netscape 4.7 or 4.73 on different PCs, go to Global Directory, choose user, press Associate Devices, and go to User Device Assignment screen. When you check a device box, at the bottom of the browser, it displays “Javascript error: Type 'Javascript:' into Location for details.” When you press update, the device does not get associated with the user.<br><br>**Workaround**: Use Microsoft Internet Explorer 5.0. |
| CSCdr85945 | Incorrect help definitions appear for Hold service parameters.<br><br>• HoldType — Determines whether the hold light flashes more rapidly for the user who placed a call on hold when two different phones share the same directory number. Default is still F.<br><br>• ToneOnHoldTime — Determines the interval between tones when a call is on hold. Default is 10 seconds, and the value range is 3 to 99999.<br><br>**Workaround**: Use the preceding definitions instead of the definitions in the Cisco CallManager Administration Guide and online help. |
| CSCdr97481 | Line button does not answer call on Cisco IP Phone model 30 VIP/12 SP+ with call pickup.<br><br>**Workaround**: Use the hookflash to retrieve the call. |

*Table 8 Open Caveats for Cisco CallManager Release 3.0(10) (continued)*

| DDTS number | Description |
|---|---|
| CSCds09623 | The scroll bar does not appear on Device/Phone list page.<br><br>**Workaround:** The Administration web pages are designed for a minimum display resolution of 800 x 600. This release does not support lower resolutions. |
| CSCds12355 | Cisco CallManager reboot causes no-answer condition in random Cisco uOne in cluster.<br><br>**Workaround:** Whenever the primary Cisco CallManager is rebooted, after the primary Cisco CallManager is active, stop and start “uTel” and any other dependant services. |
| CSCds14138 | AVVID: A need exists for the automated install to allow reinstall option.<br><br>**Workaround**: You may have to wipe the disk completely to get the install to work. Do this by downloading the Compaq System Erase Utility from Compaq.com and erasing the machine completely. |
| CSCds18680 | Users cannot set URL for plug ins.<br><br>**Workaround:** Install the plug in again on the first server. URLs will be set back again. |
| CSCds20133 | Call Forward Back fails when Cisco CallManager attempts to use unavailable Catalyst 4000 Access Gateway Module Call Forward Back resource.<br><br>**Workaround:** In the Admin/GUI page, under the conference bridge page, set the number of parties per ad hoc conference to the number of streams that a DSP on the Catalyst 4000 Access Gateway Module provided. |
| CSCds28204 | AVVID: Call Forward No Answer and Call Forward Back does not use device Call Search Space when forwarding.<br><br>**Workaround**: Add the Call Search Space to the Call Forward No Answer and Call Forward Back numbers. |
| CSCds34785 | SQL server passwords cannot be changed.<br><br>**Workaround**: Refer to the Installation Guide instructions for changing the SQLsvc and the Cisco CallManager administration user IDs. |
| CSCds36697 | Users cannot delete database service from service parameters configuration page.<br><br>**Workaround:** See CSCds34596 in this document for a way to remove the server from the cluster if this is the desired end result. |

*Table 8 Open Caveats for Cisco CallManager Release 3.0(10) (continued)*

| DDTS number | Description |
|---|---|
| CSCds42397 | Terminal services do not function.<br>**Workaround**: This is a Microsoft limitation. |
| CSCds42397 | Terminal Services are nonfunctional.<br>**Workaround:** This is a Microsoft limitation. |
| CSCds46274 | Cisco IP Phone 7960 user on G.729 call hears hiss after digit during IVR prompt.<br>**Workaround:** No workaround exists. |
| CSCds48200 | Missing Disconnected, Established & TransferEnd in conference-transfer scenario.<br>**Workaround:** Avoid the scenario in which one party of the call is doing consult transfer and other party from the same call is performing consult conference. |
| CSCds48216 | Missing DisconnEv, EstablishedEv & ConferenceEnd if conference PNC transfer.<br>**Workaround**: Avoid cases of starting as a consult transfer and invoking consult conference without completing the transfer first or vice versa. If you start an operation, finish it, and then perform next operation. |
| CSCds50413 | Missing Disconnected, Established & TransferEnd in conference transfer scenario.<br>**Workaround**: No workaround exists. |
| CSCds50626 | STIBOOT caused an exception c0000006H in module MSVBVM50.DLL at 0137.<br>**Workaround:** Do not remove the media during the installation. If the media is removed, restart the install. |
| CSCds50763 | Spurious NewCall is created when a redirect is done following an unhold state.<br>**Workaround:** No workaround exists for either Cisco IP Phone model 12 SP+ or Cisco IP Phone model 30 VIP; however, this operations works on the Cisco IP Phone 7900 family. |
| CSCds50786 | Users must create conference parent call before sending out conferenced events.<br>**Workaround**: Microsoft will not fix this bug until Service Pack 3 of Windows 2000; therefore, to work around this problem, you must configure the multiprocessor machine to use only one of the processors on that machine. |
| CSCds55389 | Backup installation starts after the Cisco CallManager installation is exited.<br>**Workaround:** This works as designed. Even if the install is exited, the backup utility needs to be configured (or server chosen as target). |

*Table 8 Open Caveats for Cisco CallManager Release 3.0(10) (continued)*

| DDTS number | Description |
|---|---|
| CSCds55942 | AVVID: Call produces cumulative feedback when conferencing back to itself.<br>**Workaround:** Avoid conferencing a call back on itself. |
| CSCds59268 | When Call Forward No Answer is configured on a line with partition, the calls forward to Call Forward No Answer.<br>**Workaround:** To continue using the Personal Assistant feature, the following configuration can be used as a workaround until this problem is fixed. Using setup as example, configure the calling search space PA to has partition PA only. Phone1 with DN 2007 has calling search space of PA; then, it can only call phone3; so, when phone1 dials 2003, phone3 (Personal Assistant) will receive the call. |
| CSCds62385 | Cisco CallManager sends alerting before connect while in progress state.<br>**Workaround:** No workaround exists for this problem. |
| CSCds63434 | CALL INIT: User cannot successfully place international calls when using Cisco Softphone.<br>**Workaround**: Remove the OFFNET option on a international call dialing pattern; then, you receive 10 seconds of silence before placing the call. Decreasing T302 also decreases the time the dial tone plays or time waiting for an interdigit timeout. |
| CSCds67113 | Cisco IP phone does not forward Network File System (NFS) datagrams for packet sizes larger than 11832 bytes.<br>**Workaround**: Configure the network port to match the speed of the access port. |
| CSCds67777 | Blind transfer cannot complete successfully.<br>**Workaround:** No workaround exists. |
| CSCds75317 | A lineRedirect() call back to calling party causes problems.<br>**Workaround**: Do not redirect the call back to the caller, which should not happen under normal circumstances |
| CSCds79206 | Request exists for capability to hardcode speed and duplex on Cisco IP Phone 7960.<br>**Workaround:** No workaround exists. |
| CSCds79401 | AVVID: Audio is heard through the handset when using the headset on Cisco IP Phone 7960<br>**Workaround**: No workaround exists. |

*Table 8 Open Caveats for Cisco CallManager Release 3.0(10) (continued)*

| DDTS number | Description |
|---|---|
| CSCds80198 | Call pickup does not pick up a call even when line is Call Forward All.<br>**Workaround**: No workaround exists. |
| CSCds84446 | AVVID: Volume from Cisco Access Digital Trunk Gateway DT-24+ to Cisco uOne is too low to hear voice mail.<br>**Workaround**: No workaround exists. |
| CSCds88617 | GWY_ERR_C80ERR_RESOURCEUNAVAILABLE is reported from Cisco Access Digital Trunk Gateway DT-24+.<br>**Workaround**: Contact the TAC for the Cisco Access Digital Trunk Gateway DT-24+ load that will fix this issue. |
| CSCds88657 | Gatekeeper calls cause memory loss and stay up after being closed.<br>**Workaround**: Place calls at a slower rate if using SimClient or other test software. This defect should not occur during "normal," non-automated-calling scenarios. |
| CSCdt02575 | SMDI sends no or wrong info on transfer from Octel.<br>**Workaround:** No workaround exists. |
| CSCdt04394 | Timer set to 0 does not disable the timer.<br>**Workaround**: Configure Call Forward No Answer to route calls to a voice-mail system or to an attendant. |
| CSCdt08062 | SNMP incorrectly reports registered phone and gateway counts.<br>**Workaround:** No workaround exists. |
| CSCdt10505 | When phone1 is forwarded to Cisco AutoAttendant, phone2 never transfers to Call Forward No Answer destination.<br>**Workaround**: Assign the first DID to the route point or use a translation pattern to reroute the call. |
| CSCdt11416 | Conference master can transfer the ability to add participants.<br>**Workaround:** No workaround exists. |
| CSCdt13722 | Cisco WebAttendant screen does not display call-forwarding information.<br>**Workaround**: No workaround exists. |

*Table 8 Open Caveats for Cisco CallManager Release 3.0(10) (continued)*

| DDTS number | Description |
|---|---|
| CSCdt17567 | Conference master drops from conference while adding 24th party into the conference.<br><br>**Workaround:** No workaround exists. |
| CSCdt20517 | Calls placed on IP phones show translated No.<br><br>**Workaround**: The problem does not occur when no translation is done, but if dial translations are required, no workaround exists. |
| CSCdt21522 | User cannot make more than 20 729-711 transcodings with Voice Activity Detection (VAD) disabled.<br><br>**Workaround**: Set PreferedG711MillesecondPacketSize = 20msec PreferedG729MillesecondPacketSize = 20msec PreferedG723MillesecondPacketSize = 30msec SilenceSupressionSystemWide = True and False. |
| CSCdt25949 | DB Error (objTraceList) = 1542 undefined error displays.<br><br>**Workaround**: No workaround exists. |
| CSCdt26108 | User cannot open two lines on one Computer Telephony Integration (CTI) port.<br><br>**Workaround**: Configure the Cisco CallManager to have only one line per CTI port device. |
| CSCdt27464 | Documents for Call Forward Answer do not mention special case of CSS set to <none>.<br><br>**Workaround**: When the Call Forward All button or Call Forward from the Cisco CallManager user administration are used, if the Calling Search Space for Call Forward All is set to <none>, the Calling Search Space that is used for Call Forward All (CFA) is the Search Space on the Line and the phone, not the Search Space that is configured for Call Forward All, which is <none> in this case. In the context of the Call Forward All Calling Search Space, <none> does not mean the NULL Calling Search Space, but rather means the combination of the line and phone Calling Search Space for the device initiating the Call Forward All. |
| CSCdt28706 | Phones stop playing ringback after OLC.<br><br>**Workaround**: No workaround exists. |

*Table 8 Open Caveats for Cisco CallManager Release 3.0(10) (continued)*

| DDTS number | Description |
|---|---|
| CSCdt29275 | Cisco CallManager 3.0(5a) upgrades reset enterprise parameter URLs to default.<br>**Workaround**: After the upgrade, change the URLs to the values that existed prior to the upgrade. |
| CSCdt30332 | Cisco Messaging Interface stops after Cisco CallManager 3.0(7) upgrades.<br>**Workaround**: This is not an error. A blank VoiceMailDN is an invalid configuration. If using partitions and Calling Search Spaces when configuring CMI, verify that the same partition applies to both the CMI partition and the route pattern assigned to the third-party voice-mail system.<br>For example:<br>Route Pattern 17050<br>Partition vm<br>.....<br>VoiceMailDn 17050<br>VoiceMailPartition vm |
| CSCdt30584 | Cisco Messaging Interface does not start.<br>**Workaround**: This is not an error. A blank VoiceMailDN is an invalid configuration. If using partitions and Calling Search Spaces when configuring CMI, verify that the same partition applies to both the CMI partition and the route pattern assigned to the third-party voice-mail system.<br>For example:<br>Route Pattern 17050<br>Partition vm<br>.....<br>VoiceMailDn 17050<br>VoiceMailPartition vm |
| CSCdt37112 | No call progress on intercluster trunk transfer.<br>**Workaround**: No workaround exists. |

*Table 8 Open Caveats for Cisco CallManager Release 3.0(10) (continued)*

| DDTS number | Description |
|---|---|
| CSCdt40012 | DE 30+ loses D Channel under stress.<br>**Workaround**: No workaround exists. |
| CSCdt40683 | Cisco Messaging Interface partition must match route partition when configuring Cisco Messaging Interface.<br>**Workaround:** If you are using partitions and calling search spaces, when configuring CMI, verify that the same partition applies to both the CMI partition, and the route pattern assigned to the third-party voicemail system.<br>Example:<br>Route Pattern 17050<br>Partition vm<br>.....<br>VoiceMailDn 17050<br>VoiceMailPartition vm |
| CSCdt44000 | Call detail records are intermittently not written locally.<br>**Workaround**: No workaround exists. |
| CSCdt44611 | Cisco WebAttendant Line State Server LSS is not correct when TCD starts.<br>**Workaround**: Take any phones that have the line state as not present off hook and put them back on hook. Any line state change will update the Cisco WebAttendant directory area. |
| CSCdt45118 | Abnormally high memory usage occurs by SQL server.<br>**Workaround**: Turn off the BAT and ART tools; then, restart the Cisco CallManager. |
| CSCdt45861 | Failed SetupTransfer request incorrectly modifies existing calls.<br>**Workaround**: The application should not be calling lineSetupTransfer() in this scenario. |
| CSCdt48558 | A need exists to dynamically add route points for Cisco WebAttendant.<br>**Workaround**: No workaround exists. |
| CSCdt50317 | Cisco CallManager 3.0(7) call detail records do not move from subscriber to publisher.<br>**Workaround**: No workaround exists. |

*Table 8 Open Caveats for Cisco CallManager Release 3.0(10) (continued)*

| DDTS number | Description |
|---|---|
| CSCdt50317 | Cisco CallManager 3.0(7) Call Detail Records do not nove from subscriber to sublisher.<br>**Workaround**: No workaround exists. |
| CSCdt52841 | Cisco WebAttendant documentation calls for **read access** to the wausers share, but **change access** is required to open the database.<br>**Workaround**: Allow change access to the wausers share. |
| CSCdt53938 | Upgrade does not put BINs in nondefault TFTPPATH.<br>**Workaround**: Two known workarounds exist.<br>1) Upgrade the primary TFTP server first<br>2) Place the device loads on the primary TFTP server before upgrading any of the other clusters. |
| CSCdt54310 | Call Detail Records are written incorrectly when digit manipulation is performed on Route List.<br>**Workaround**: Perform digit manipulation on the Route Pattern. This may cause other ill effects, such as causing the Placed Calls directory on the Cisco IP phone to not include the correct number. |
| CSCdt57230 | Cisco CallManager upgrade adds extra ProcessNode for the same Cisco CallManager.<br>**Workaround**: After adding the machine to a domain, the customer must change the name of the server in the Cisco CallManager Admin web pages. |
| CSCdt57230 | Cisco CallManager upgrade adds extra ProcessNode for the same Cisco CallManager.<br>**Workaround**: No workaround exists. |
| CSCdt57270 | Publisher and or subscriber servers have difficulty with different passwords.<br>**Workaround**: Use the same administrator password for the publisher and all subscriber servers. |
| CSCdt62091 | Directory number entries remain in database.<br>**Workaround**: Assign the desired directory number to a phone; then, remove the directory number from the phone. The directory number record will be removed from the database. |

*Table 8 Open Caveats for Cisco CallManager Release 3.0(10) (continued)*

| DDTS number | Description |
|---|---|
| CSCdt62208 | Cisco IP Phone 7960 reports two missed calls if unanswered.<br>**Workaround**: Mask the problem by increasing the CallManager T301 timer so that the ringout time is greater than the PSTN ringout time. |
| CSCdt62292 | Call from PSTN to an undefined directory number records 0 in CDR.<br>**Workaround**: No workaround exists. |
| CSCdt64163 | User cannot delete partition from Cisco Callmanager.<br>**Workaround**: Contact TAC. |
| CSCdt67002 | User may experience an installation error where the file stiview.exe is in use.<br>**Workaround**: No workaround exists. |
| CSCdt67550 | To change system server from a name to IP requires user to restart of the TFTP service.<br>**Workaround**: Go to **System** > **Server** in CallManager Administration, change the server name to its IP address. Then go to **Service** > **Control Center**, and stop and start the Cisco TFTP server. |
| CSCdt67779 | If more than 100 Call Detail Records (CDRs) are written per the defined interval, the process stops after the first 100 and waits for the next timed interval.<br>**Workaround**: Shorten the defined time interval. |
| CSCdt67779 | Periodic CDR push stops, although more CDRs have yet to be pushed.<br>**Workaround**: Shorten the defined time interval. |
| CSCdt69770 | Pilot number does not support redundancy.<br>**Workaround**: No workaround exists. |
| CSCdt69873 | Corporate directory does not exist intermittently in the Cisco IP Phone 7960.<br>**Workaround**: No workaround exists. |
| CSCdt73651 | Cisco WebAttendant cannot log in when lines are not contiguous on phone.<br>**Workaround**: Configure lines on Cisco IP Phones so that they are contiguous. |

*Table 8 Open Caveats for Cisco CallManager Release 3.0(10) (continued)*

| DDTS number | Description |
|---|---|
| CSCdt73926 | CDR CallID is reset with Cisco CallManager restart.<br>**Workaround**: If Cisco CallManager must be restarted, extract CDRs before restarting Cisco CallManager. Otherwise, relate records will need to be determined by examination of the time and date of the record. |
| CSCdt76403 | CDR records are incorrect when recording conference calls.<br>**Workaround**: No workaround exists. |
| CSCdt86164 | Cisco Access Digital Trunk Gateway DT-24+ power cycle causes a call to fail.<br>**Workaround**: Reset the Cisco Access Digital Trunk Gateway DT-24+ device. |
| CSCdt87371 | Transfer fails after system is online for a couple of days.<br>**Workaround**: Reboot system. |
| CSCdt91509 | A need exists for the dialing digits to exceed 24.<br>**Workaround**: Decrease the number of digits in the route pattern, so the dialed digits equal less than 24. |
| CSCdt94640 | Cisco CallManager Release 3.0(8) does not permit the configuration of any ports of slot 6 of a 3660 router configured for Media Gateway Control Protocol (MGCP) if ports of another slot have been configured.<br>**Workaround**: No workaround exists. |
| CSCdt95739 | Caller ID overwrites a call-parked number.<br>**Workaround**: No workaround exists. |
| CSCdt95871 | Display IE (callerid) calling party number is appended to name.<br>**Workaround**: No workaround exists. |
| CSCdu01040 | With G729 codec, Unity never detects silence.<br>**Workaround**: No workaround exists. |
| CSCdu01246 | Dial tone persists even after key is entered on Cisco IP SoftPhone.<br>**Workaround**: Use 9.!# pattern. |
| CSCdu04443 | Cisco CallManager fails to respond to Simple Network Management Protocol (SNMP) query of ccmGlobalInfo.<br>**Workaround**: No workaround exists. |

*Table 8 Open Caveats for Cisco CallManager Release 3.0(10) (continued)*

| DDTS number | Description |
|---|---|
| CSCdu06412 | Cisco CallManager incorrectly interprets the disconnect cause.<br>**Workaround**: Use the route group that chooses local gateway. |
| CSCdu08950 | Unchecking the run H.225 on every node still has location leaks.<br>**Workaround**: No workaround exists. |
| CSCdu10456 | Transfer succeeds after first party drops.<br>**Workaround**: No workaround exists. |
| CSCdu13985 | Race condition exists when observer is removed at same time call is idled.<br>**Workaround**: No workaround exists. |
| CSCdu14950 | Octel voice-mail outcall ports lock up.<br>**Workaround**: Reset gateway. |
| CSCdu17141 | Call from callpark cannot be retrieved.<br>**Workaround**: No workaround exists. |
| CSCdu18827 | A need exists for Cisco CallManager to support leading display character for Digital Multiplex System (DMS) protocol.<br>**Workaround**: For the direction of IP phones to Nortel phones only, the display field on the line configuration for phones can be set up with a leading space that will fix the problem in one direction. For the other direction, currently no way exists to remove the extra, initial character from the display. |
| CSCdu18892 | When the publisher is down, call forward can be configured from the phone, which should not be possible.<br>**Workaround**: No workaround exists. |
| CSCdu19175 | MWI does not work when phone is off line.<br>**Workaround**: Have all the phones in one partition and have the Calling Search Space (CSS) for the voice mailbox have this partition as the first selection in its selection criteria. |
| CSCdu20075 | Cisco WebAttendant fails to install on Cisco CallManager Release 3.0(9).<br>**Workaround**: Use a Cisco WebAttendant install from Callmanager 3.0(7). |

*Table 8 Open Caveats for Cisco CallManager Release 3.0(10) (continued)*

| DDTS number | Description |
|---|---|
| CSCdu21141 | A lineAnswer returns SUCCESS, but state does not change.<br>**Workaround**:Use blind transfer or consult transfer instead of arbitrary transfer. |
| CSCdu21447 | Cisco CallManager subscriber does not refresh database upon network recovery.<br>**Workaround**: Stop and start the Cisco CallManager service on the recovered Cisco CallManager. |
| CSCdu22012 | Call forward from Cisco CallManager Admin allows user to enter an invalid number.<br>**Workaround**: No workaround exists. |
| CSCdu23382 | Route filters do not display in exported route plan reports.<br>**Workaround**: No workaround exists. |
| CSCdu27800 | Cisco WebAttendant 3.0(3.42) is installed, and user cannot uninstall previous version.<br>**Workaround**: Manually remove previous Cisco WebAttendant directories, shortcuts, and registry entries. |
| CSCdu42536 | Windows 2000 appears to freeze when installing on some IBM xSeries 330s, but it is actually just installing slowly.<br>**Workaround**: You can wait for about an hour for the install of Windows 2000 to complete. You can also select F8 upon boot up and choose Enable Boot Logging. Problem is not consistently reproduceable. |
| CSCdu47169 | "EnterpriseWideData" appears under service parameters.<br>This service parameter option appears when performing a new install with Cisco CallManager Release 3.0(10). When upgrading from a previous version to Cisco CallManager Release 3.0(10), this option does not appear.<br>**Workaround**: New install: No workaround exists.<br>Upgrade install: This issue does not occur. |

*Table 8 Open Caveats for Cisco CallManager Release 3.0(10) (continued)*

| DDTS number | Description |
|---|---|
| CSCdu52827 | Network time protocol service hangs.<br><br>**Workaround**: Perform the following steps if you experience an issue with the Network time protocol service:<br><br>**Step 1** Right click **My Network Places**.<br>**Step 2** Click **Properties**.<br>**Step 3** Right click **Local Area Connection**.<br>**Step 4** Click **Properties**.<br>**Step 5** Choose **Internet Protocol (TCP/IP)**.<br>**Step 6** Click **Properties**.<br>**Step 7** Click **Advanced**.<br>**Step 8** Click **OK**.<br><br>**Note** The key to this workaround is clicking the **OK** button in Step 8, even though you may think you have solved nothing by performing this workaround. |
| CSCdu54108 | Cisco WebAttendant does not start if WAUSERS share is down.<br><br>**Workaround**: Your server has to fail back before your Cisco WebAttendant will work properly. |
| CSCdu57794 | If you have region names containing more than 32 characters, upgrading to Cisco CallManager 3.0(10) fails.<br><br>**Workaround**:Before you upgrade to Cisco CallManager Release 3.0(10), reduce region name value length to less than 32 characters.<br><br>If the upgrade has already completed, reduce region names to a value less than 32 characters and reboot your Cisco CallManager. |

*Table 8 Open Caveats for Cisco CallManager Release 3.0(10) (continued)*

| DDTS number | Description |
|---|---|
| **CMTerminals -- Firmware** | |
| CSCdr53488 | Cisco IP Phone 7960 did not work after a Cisco CallManager was stopped and then restarted after about a 30 minute interval.<br>**Workaround**: Using the **#** reset sequence on the phone brings it back into operation. |
| CSCdr55189 | Cisco IP Phone 7960 takes 7min to work if pvid of tele not equal to pvid of CM.<br>**Workaround**: No workaround exists. |
| CSCdt40012 | DE 30+ loses D Channel under stress<br>**Workaround**: No workaround exists. |
| CSCdu44028 | Cisco IP Phone 7960 causes slow response when connected to a 10MB NIC card. This problem only occurs when the PC port is running at a different speed from the SW port.<br>**Workaround**: No workaround exists. |

# Documentation Updates

This section contains the latest documentation updates for Release 3.0 of the Cisco CallManager, and the latest service parameters that were not included in Release 3.0(5) of the Cisco CallManager documentation. Included in these updates are any changes or late-breaking information that occurred after production of the Release 3.0 *Cisco CallManager Administration Guide*, Configuring Remote Serviceability for Cisco CallManager Release 3.0, and/or the online help for the Cisco CallManager application, as well as any information that was omitted from the Release 3.0 documents.

## New Service Parameters

Table 9 contains new Cisco CallManager service parameters, with descriptions, that were not included in the Release 3.0(5) *Cisco CallManager Administration Guide* or the online help for the Cisco CallManager application.

***Table 9 Cisco CallManager Service Parameter Updates***

| ParamName | Values | Description |
|---|---|---|
| CcmPriorityClass | Default: 0 | CcmPriorityClass = 0:<br>Cisco CallManager process runs in normal priority class.<br><br>CcmPriorityClass = 1:<br>Cisco CallManager process switches between normal and high priority class every second.<br><br>CcmPriorityClass = 2:<br>Cisco CallManager process runs in high priority class. |
| CTINewCallAcceptTimeout | Default: 4 (seconds) | Specifies timeout interval. Timer ensures that, for calls made into CTI ports and CTI route points, the calls are not suspended, so that callers hear only silence; if the CTI application controlling the CTI ports/route points does not handle the call.<br><br>After the Cisco CallManager notifies the application (using JTAPI/TAPI) of an incoming call at a CTI port or CTI route point, the Cisco CallManager waits for a configurable time for the application to handle the call (as in accept, answer, redirect, or disconnect). If the application does not respond within the set time, Cisco CallManager forwards the call to the call forward busy number configured for the CTI port or CTI route point. If no call forward busy is configured, caller receives a fast busy tone. |

*Table 9 Cisco CallManager Service Parameter Updates*

| ParamName | Values | Description |
|---|---|---|
| CTIRequestTimeout | Default: 5 (seconds) | Specifies timeout interval. Timer ensures responses to CTI requests are generated for situations where network or remote Cisco CallManager node problems prevent the normal processing of the CTI requests.<br>This timer services the following specific CTI requests:<br>• LINE_CALL_INITIATE_REQUEST<br>• CALL_ACCEPT_REQUEST<br>• CALL_ANSWER_REQUEST<br>• CALL_BLIND_TRANSFER_REQUEST<br>• CALL_DISCONNECT_REQUEST<br>• CALL_HOLD_REQUEST<br>• CALL_RETRIEVE_REQUEST<br>• CALL_SETUP_CONFERENCE_REQUEST<br>• CALL_SETUP_TRANSFER_REQUEST |
| DtSilenceFlag | Default: F | Designates whether silence plays. When this flag is set, the digital gateway does not play silence after receiving the Alert message. This may enable a full duplex path before the Connect message is received on ISDN calls. |

*Table 9 Cisco CallManager Service Parameter Updates*

| ParamName | Values | Description |
|---|---|---|
| IpTosCm2Cm | Default: 3 | Controls class of service of IP traffic and signals between Cisco CallManager to Cisco CallManager.<br><br>**Note** The following list shows that the valid value for IpTosCm2Cm is between 0 and 7 and is represented as follows:<br><br>0 = routine<br>1 = priority<br>2 = immediate<br>3 = flash<br>4 = flashOver<br>5 = critical<br>6 = internet<br>7 = network |

*Table 9 Cisco CallManager Service Parameter Updates*

| ParamName | Values | Description |
|---|---|---|
| IpTosCm2Dvce | Default: 3 | Controls class of service of IP traffic and signals between Cisco CallManager to device.<br><br>Controls class of service of IP traffic and signals between Cisco CallManager to Cisco CallManager.<br><br>**Note** The following list shows the valid value for IpTosCm2Dvce is between 0 and 7 and is represented as follows:<br><br>0 = routine<br>1 = priority<br>2 = immediate<br>3 = flash<br>4 = flashOver<br>5 = critical<br>6 = internet<br>7 = network |

*Table 9 Cisco CallManager Service Parameter Updates*

| ParamName | Values | Description |
|---|---|---|
| MaxCTI Connections | Default: 400 | Designates the maximum number of CTI connections. Cisco CallManager allows a maximum number of CTI connections. Typically, each CTI application (or instance of the application) has a single CTI connection to the Cisco CallManager; for example, each Softphone instance has a single CTI connection to the Cisco CallManager. This limit on the number of CTI connections is independent of the number of CTI devices that the application can control. |
| MaxStationsInitPerSecond | Default: 10 | Designates throttling the number of phones allowed to concurrently register with Cisco CallManager without being queued. Parameter as an integer value ranges usually between 5 and 15.<br><br>**Note** If the performance value is set too high, phone registrations could slow the Cisco CallManager real-time response. If set too low, the total time for a large group of phones to register will be slow. |

*Table 9 Cisco CallManager Service Parameter Updates*

| ParamName | Values | Description |
|---|---|---|
| NumberingPlanInfo | Default: 1 | Gives some control over the ISDN Numbering Plan Information field on the Called Party Number. This control that is available for H.323 calls and ISDN calls has the following characteristics:<br>• If set to 0: disabled<br>• If set to 1: a check determines what the ISDN Type of Number on the called party information element is. If the Type of Number is set to UNKNOWN, the Numbering Plan Information is also set to UNKNOWN.<br>• If set to 2: The Numbering Plan Information is set to a PRIVATE PLAN, and the Type of Number is set to UNKNOWN. |
| ReorderRouteList | Default: F | Specifies when set to true that devices that have the same selection order in a route group, and are associated with a route list, are re-ordered when a call is placed using the associated route list. |
| StopRoutingOnOutOfBandwidthFlag | Default: F | Specifies when set to true, that if a call being routed through a route list detects the associated “cause” during the release of the call, no re-routing to the next device in the route list is attempted and the call is released with the associated cause. |

*Table 9 Cisco CallManager Service Parameter Updates*

| ParamName | Values | Description |
|---|---|---|
| StopRoutingOnUnallocatedNumberFlag | Default: F | Specifies when set to true, that if a call being routed through a route list detects the associated "cause" during the release of the call, no re-routing to the next device in the route list is attempted and the call is released with the associated cause. |
| StopRoutingOnUserBusyFlag | Default: F | Specifies when set to true, that if a call being routed through a route list detects the associated "cause" during the release of the call, no re-routing to the next device in the route list is attempted and the call is released with the associated cause. |
| TosBitPosition | Default: 3 | Allows setting a bit between bit 0 and bit 4 along with IPTOS settings to make it compatible with Cisco DIFF-SERV (Differentiated Service). |
| VoiceMailMaximumHopCount | Default: 12 | Used together with AdvancedCallForwardHopFlag, allows the Cisco CallManager to select the next available voicemail port by skipping the busy or unregistered voicemail ports.<br>  <br>**Note** Set VoiceMailMaximumHopCount to the number of voice-mail ports in the system. |

# Service Parameters

Table 10 contains new Cisco CallManager service parameters, with descriptions, that were not included in the Release 3.0 *Cisco CallManager Administration Guide* or the online help for the Cisco CallManager application.

**Caution** Do not modify any defaults or settings of the following parameters without the assistance of the Cisco Technical Assistance Center (TAC).

***Table 10 Cisco CallManager Service Parameters Not Included in Release 3.0 Documentation***

| ParamName | Description |
|---|---|
| EnableSNMP | This parameter enables the collection of SNMP data from the Cisco CallManager. |
| EnableStatistics | This parameter enables or disables collection of performance monitor statistics by the Cisco CallManager. |

Table 11 contains new Cisco Messaging Interface (CMI) service parameter definitions that were not included in the Release 3.0 *Cisco CallManager Administration Guide* or the online help for the Cisco CallManager application.

**Caution** Do not modify any defaults or settings of the following parameters without the assistance of the Cisco Technical Assistance Center (TAC).

*Table 11 CMI Service Parameters Not Included in Release 3.0 Documentation*

| ParamName | Description |
|---|---|
| BackupCallManagerName | This parameter defines the names of the Cisco CallManagers that are going to be used for the CMI backup. You can use either the name of a Cisco CallManager or its IP address. |
| BaudRate | Cisco CMI connects to the voice mail system via an ETA/TIA-232 connection. This parameter defines that connection.<br>Recommended default value: 9600<br>**Note** Many voice mail systems can be configured to use different baud rates, but the one shown here will frequently be correct. |
| CallManagerName | This parameter defines the names of the Cisco CallManagers that are going to be used for the CMI primary. You can use either the name of a Cisco CallManager or its IP address. |
| DataBits | CMI connects to the voice mail system via an ETA/TIA-232 connection. This parameter defines that connection.<br>Recommended default value: 7 |
| DialingPlan | This parameter is one of four that are required by CMI to register an intercept for the voice mail system with which CMI is going to work.<br>**Note** Small systems without a complex dialing plan usually only need the VoiceMailDn parameter. The remaining parameters, DialingPlan, RouteFilter, and VoiceMailPartition, will default to empty strings. |

*Table 11 CMI Service Parameters Not Included in Release 3.0 Documentation (continued)*

| ParamName | Description |
|---|---|
| InputDnSignificantDigits | This parameter is designed to accommodate the differences between voice mail mailbox numbers and DNs. If a Legacy voice mail system has mailbox numbers that are longer than the DNs on the system, this parameter can be used to strip the most significant digits. The numeric value of this parameter indicates how many digits should be used.<br><br>**Note** No provision exists for stripping digits other than leading ones.<br><br>Recommended default value: 10 |
| KeepAliveDn | For most voice mail systems, a value of F is acceptable for a string parameter. However, some Octel systems periodically send an invalid DN specifically for the purpose of verifying that the attached Cisco CallManager is functioning properly. In this case, you can turn off ValidateDns if you know the DN that the Octel system will use as a keepalive. By programming that DN into the KeepAliveDn parameter, you will ensure that the invalid DN message is returned to the voice mail system when needed. |
| OutputDnFormat | Use this parameter to format the DNs sent to the voice mail system. Most numbers passed to the voice mail system are formatted using this parameter.<br><br>Default value: %010s |
| OutputExternalFormat | Use this parameter is to format the DNs sent to the voice mail system. Calling party DNs that are seven digits or longer are formatted using this parameter.<br><br>Default value: %010s |

*Table 11 CMI Service Parameters Not Included in Release 3.0 Documentation (continued)*

| ParamName | Description |
|---|---|
| Parity | Cisco CMI connects to the voice mail system via an EIA/TIA-232 connection. This parameter defines that connection.<br>Recommended default value: Even<br>**Note** The parity settings can be None, Even, Odd, Mark, or Space. Settings are usually Even and None, with Mark and Space rarely being used. Just using the first character of the parity name also works. |
| RouteFilter | CMI requires this parameter is one of four required to register an intercept for the voice mail system with which CMI is going to work.<br>**Note** Small systems without a complex dialing plan usually only need the VoiceMailDn parameter. The remaining parameters, DialingPlan, RouteFilter, and VoiceMailPartition, will default to empty strings. |
| SerialPort | Cisco CMI connects to the voice mail system via an EIA/TIA-232 connection. This parameter defines that connection.<br>Recommended default value: COM1<br>**Note** The SerialPort name should be the same name that you see in Device Manager under NT. |

*Table 11 CMI Service Parameters Not Included in Release 3.0 Documentation (continued)*

| ParamName | Description |
|---|---|
| SsapiKeepAliveInterval | During normal operations, CMI will be attached to a Cisco CallManager. When this is the case, CMI sends a keepalive message to the Cisco CallManager at the rate specified by this numeric parameter.<br>Default value: 30 seconds<br>**Caution** Do not change this parameter from the default value unless directed by the Cisco Technical Assistance Center (TAC). |
| StopBits | Cisco CMI connects to the voice mail system via an EIA/TIA-232 connection. This parameter defines that connection.<br>Recommended default value: 1 |

*Table 11 CMI Service Parameters Not Included in Release 3.0 Documentation (continued)*

| ParamName | Description |
|---|---|
| ValidateDns | When CMI receives incoming lamp commands from the voice-mail system, it normally validates the DN against the NumPlan table. This is an attempt to verify that the DN matches an existing DN known to Cisco CallManager. If the DN is not found in NumPlan, an invalid DN message is sent to the voice mailbox.<br>Default value: T<br>**Note** On a system with a lot of traffic to and from the voice mail system, you may choose to skip this validation process by setting the ValidateDns parameter default to F. |
| VoiceMailPartition | CMI requires this parameter is one of four required by to register an intercept for the voice mail system with which CMI is going to work.<br>**Note** Small systems without a complex dialing plan usually only need the VoiceMailDn parameter. The remaining parameters, DialingPlan, RouteFilter, and VoiceMailPartition will default to empty strings. |

# Server Name Change

Change the CiscoWorks2000 server name by editing the SAenvproperties.ini file manually, then restarting the Cisco Syslog Collector service. In future releases, an administrative interface will be available for this purpose.

# Running Show Tech

To run show tech correctly, use this example to construct your command:

```
show -f output.txt -v -w480 db
```

The example given in the Show Command chapter of *Configuring Remote Serviceability for Cisco CallManager 3.0* (page 3-2) lacks a space before "db."

# Changes

This section contains changes that have occurred since the original release of the *Cisco CallManager Administration Guide* Release 3.0. These changes do not currently appear in the Release 3.0 *Cisco CallManager Administration Guide* or the online help for the Cisco CallManager application.

## Default Value Changed for *SdlTraceTotalNumFiles* Service Parameter

SdlTraceTotalNumFiles is a service parameter for the Cisco CallManager service type. The default has been changed to 250. This is the correct default for this service parameter.

# Omissions

This section contains lists of service parameters for the Cisco CallManager that were not included in the initial production of the Release 3.0 *Cisco CallManager Administration Guide* and online help for the Cisco CallManager application. A later release of the document will define these parameters.

**Caution** Do not modify any of the defaults or settings of the following parameters without the assistance of the Cisco Technical Assistance Center (TAC).

## Cisco CallManager Service Parameters

The following list contains the service parameters, which can be configured for the Cisco CallManager service type, that were omitted from the Release 3.0 *Cisco CallManager Administration Guide* and online help for the Cisco CallManager application:

- AlwaysUsePrimeLine
- CallAcceptTimer
- CallerId
- CgpnScreeningIndicator
- CtiApplicationHeartBeatTime
- DeviceStatusPollInterval_msec
- DialPlanPath
- EnableSNMP
- EnableStatistics
- FlashHookDuration_msec
- GatekeeperRefresh
- H225BlockSetupDestination
- MaxDaResponseTimeoutErrorCount
- MaxNumberOf723Calls
- MGCPConnectTime
- MGCPRespTimeout
- MGCPTimeout
- RASInboundLRQFlag
- RASOutboundLRQFlag
- SdlListeningPort
- SdlTraceDataFlags
- SdlTraceDataSize
- SdlTraceFilePath
- SdlTraceFlag

- SdlTraceTypeFlags
- SendingCompleteIndicator
- ToneOnCallForward
- TypeOfCalledNumberForH225Devices
- VoiceMail

## Cisco TFTP Service Parameters

The following list contains the service parameters, which can be configured for the Cisco TFTP service type, that were omitted from the Release 3.0 *Cisco CallManager Administration Guide* and online help for the Cisco CallManager application:

- AlternateFileLocation1
- AlternateFileLocation2
- AlternateFileLocation3
- AlternateFileLocation4
- AlternateFileLocation5
- AlternateFileLocation6
- AlternateFileLocation7
- AlternateFileLocation8
- AlternateFileLocation9
- AlternateFileLocation10

## Cisco Messaging Interface Service Parameters

The following list contains the service parameters, which can be configured for the Cisco Messaging Interface (CMI) service type, that were omitted from the Release 3.0 *Cisco CallManager Administration Guide* and online help for the Cisco CallManager application.

- BackupCallManagerName
- BaudRate
- CallManagerName

- DataBits
- DialingPlan
- InputDnSignificantDigits
- KeepAliveDn
- OutputDnFormat
- OutputExternalFormat
- Parity
- RouteFilter
- SsapKeepAliveInterval
- StopBits
- ValidateDns
- VoiceMailParition

## Cisco IP Voice Media Streaming Service Parameters

The following list contains the service parameters, which can be configured for the Cisco IP Voice Media Streaming service type, that were omitted from the Release 3.0 *Cisco CallManager Administration Guide* and online help for the Cisco CallManager application:

- CFB:CallCount
- CFB:RunFlag
- MTP:CallCount

## Cisco Enterprise Service Parameters

The following list contains the service parameters, which can be configured for the Cisco Enterprise service type, that were omitted from the Release 3.0 *Cisco CallManager Administration Guide* and Online Help:

- DBL:DatabaseVersion
- MessageWaitingDirn

# Errors

This section contains any errors contained in the *Cisco CallManager Administration Guide* for Release 3.0 and/or the online help for the Cisco CallManager application. The upcoming release of the document and online help application will correct these errors.

## Incorrect Name of *MwiSearchSpace* Service Parameter

The name of the Cisco Messaging Interface (CMI) service parameter appears incorrectly in the documentation and online help application. The parameter name should be MwiSearchSpace. The documentation is also missing a description of the value to be entered. The value to enter for MwiSearchSpace is a colon-separated list of partition names. For example, dallas01:dallas02:dallas03, where dallas01, dallas02, and dallas03 are names of partitions.

## Incorrect Definition for HoldType and ToneOnHoldTime

The definitions for the Cisco CallManager HoldType and ToneOnHoldTime service parameters are incorrect in the Cisco *CallManager Administration Guide* and online help for Cisco CallManager Release 3.0. The correct definitions are as follows:

- HoldType — Determines whether the hold light flashes more rapidly for the user who placed a call on hold in the case where two different phones share the same directory number. The default value is still F.
- ToneOnHoldTime — Determines the time interval between tones when a call is on hold. The default is 10 seconds, and the value range is 3 to 99999.

# Obtaining Documentation

The following sections provide sources for obtaining documentation from Cisco Systems.

# World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following sites:

- http://www.cisco.com
- http://www-china.cisco.com
- http://www-europe.cisco.com

# Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

# Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco Product documentation from the Networking Products MarketPlace:

  http://www.cisco.com/cgi-bin/order/order_root.pl

- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:

  http://www.cisco.com/go/subscription

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, in North America, by calling 800 553-NETS(6387).

## Documentation Feedback

If you are reading Cisco product documentation on the World Wide Web, you can submit technical comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Attn Document Resource Connection
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

# Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools. For Cisco.com registered users, additional troubleshooting tools are available from the TAC website.

## Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

Cisco.com provides a broad range of features and services to help customers and partners streamline business processes and improve productivity. Through Cisco.com, you can find information about Cisco and our networking solutions, services, and programs. In addition, you can resolve technical issues with online technical support, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on Cisco.com to obtain additional personalized information and services. Registered users can order products, check on the status of an order, access technical support, and view benefits specific to their relationships with Cisco.

To access Cisco.com, go to the following website:

http://www.cisco.com

# Technical Assistance Center

The Cisco TAC website is available to all customers who need technical assistance with a Cisco product or technology that is under warranty or covered by a maintenance contract.

## Contacting TAC by Using the Cisco TAC Website

If you have a priority level 3 (P3) or priority level 4 (P4) problem, contact TAC by going to the TAC website:

http://www.cisco.com/tac

P3 and P4 level problems are defined as follows:

- P3—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- P4—You need information or assistance on Cisco product capabilities, product installation, or basic product configuration.

In each of the above cases, use the Cisco TAC website to quickly find answers to your questions.

To register for Cisco.com, go to the following website:

http://www.cisco.com/register/

If you cannot resolve your technical issue by using the TAC online resources, Cisco.com registered users can open a case online by using the TAC Case Open tool at the following website:

http://www.cisco.com/tac/caseopen

## Contacting TAC by Telephone

If you have a priority level 1 (P1) or priority level 2 (P2) problem, contact TAC by telephone and immediately open a case. To obtain a directory of toll-free numbers for your country, go to the following website:

http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml

P1 and P2 level problems are defined as follows:

- P1—Your production network is down, causing a critical impact to business operations if service is not restored quickly. No workaround is available.
- P2—Your production network is severely degraded, affecting significant aspects of your business operations. No workaround is available.

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Use this documenin conjunction with the documents listed in the "Related Documentation" section on page 3.